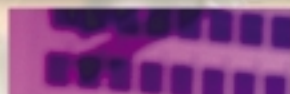


Private Industry Council  
of San Luis Obispo County, Inc.



# *Occupational Outlook 1998-2000*

Labor Market Information

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# ***San Luis Obispo County Occupational Outlook 1998 – 2000***

A Product of the  
California Cooperative Occupational Information System  
[www.coicc.ca.gov](http://www.coicc.ca.gov)



and the

Private Industry Council of San Luis Obispo County, Inc.  
[www.slopic@jobhunt.org](http://www.slopic@jobhunt.org)



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## **ACKNOWLEDGEMENTS**

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### **EMPLOYERS**

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### **PARTNERS**

PIC appreciates the valuable assistance provided by the CCOIS/LMID staff, Marta Adint-Weeks and Fernando Pina, Unit Manager.

### **WORKFORCE INVESTMENT BOARD MEMBERS**

Rodney Babcock, Next Intent  
David Baldwin, Local 600 Cement Masons  
James Buttery, Andre, Morris & Buttery  
Lee Collins, Department of Social Services  
Chris Connors, Zurn/Wilkins  
David Cox, Barnett Cox & Associates, Inc.  
Julian Crocker, County Office of Education  
Lee Ferrero, Private Industry Council  
David Garth, San Luis Obispo Chamber of Commerce  
Cindy Graumann, Employment Development Department  
Mike Greenelsh, California Fine Wire  
Bill Hall, California Operations of Duke Energy  
Ted Hall, IBEW Local No. 639  
Russ Jensen, Mid-State Bank  
Joyce Ellen Lippman, Central Coast Area Agency on Aging  
Bill Luffee, Promotion Plus, Inc.  
Louise Matheny, Morris & Garritano  
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Patrick McGuire, Mid-State Precision  
Dean Meyer, California Department of Rehabilitation  
Sara Pazell, TMS Pacific Imports  
William Rasmussen, Twin Cities Community Hospital  
Richard Restuccia, Rain Bird Sales, Inc.  
Marie Rosenwasser, Cuesta Community College  
Carol Rounsaville, San Luis Sourdough  
Scott Smith, Peoples' Self-Help Housing Corp.  
David Spaur, Economic Vitality Corporation  
Elizabeth Steinberg, Economic Opportunity Commission of San Luis Obispo County, Inc.  
Ed Thoma, Thoma Electric  
Teri Thulin, Central Coast Health Partners/French Hospital  
Pati Withers, EOS Estate Winery

### **PIC STAFF**

Michelle Scherer-Robles, Deputy Director  
Michael Taylor, LMI Specialist  
Rebecca Pascal, Interim Specialist





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The following Occupational Outlook Report presents results from the last three years of the annual local Labor Market Information (LMI) study conducted by the Private Industry Council (PIC) of San Luis Obispo County, Inc. In December 1995, the PIC entered into a partnership with the California Employment Development Department, Labor Market Information Division (LMID) to study and present a current, short-term outlook for the labor market in San Luis Obispo County.

CCOIS began as a pilot program in 1987 and is now implemented throughout California. The Occupational Outlook Reports produced under CCOIS offer the only source of local, up-to-date occupational information. In response to feedback from users of our LMI reports, PIC has combined the results of three years of research into one comprehensive report that includes twenty occupations studied in 2000 and information gathered between 1998-1999. You may notice some changes in the format of the information published in the 2000 occupational profiles. A new statewide format was implemented to help standardize the information across all counties in California. The surveys for the 2000 research were collected between May and October of 2000. The information, unless otherwise noted, applies specifically to San Luis Obispo County. Coordination of the CCOIS project at the State level facilitates the integration of this data for statewide use.

### PROGRAM GOALS

The CCOIS partnership goal is to improve the match between local employers' labor market needs and the skills and qualifications of job seekers by providing a variety of current, local information regarding existing jobs, based on surveys of local employers. The purpose of this report is to provide information for labor market decisions including personnel management, career counseling and selection, and vocational training program planning.

The information in this report can be used by a variety of organizations and individuals for many different purposes. Some possible uses are listed below.

**Career Decisions:** Career counselors and job seekers can use this data to assist them in making informed occupational choices based on skills, abilities, interests, and personal needs. The localized information is easy to read and includes employer requirements and preferences, wages, labor demand, and sources of employment and training.

**Program Planning:** This report provides local planners and administrators with employment, training, and placement data, as well as occupational size and expected growth rates. Program planners can use this information to evaluate, refine or eliminate programs, and to plan new programs.

**Curriculum Design:** Training providers can use this data to design and update their training curriculum based on current local employer needs and projected trends as indicated in this report.

**Economic Development:** Local government agencies and economic development organizations will find information on the labor pool, such as occupational size, expected growth rates, and wages, useful in determining the potential for business growth and development in San Luis Obispo County.



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**Program Marketing:** Training providers can effectively market their programs by informing students, employers, and others that chances for job placement are greater when their training programs are developed using reliable, local occupational data.

**Human Resource Management:** Small business owners and large corporate human resource directors alike can use this report to help determine competitive wages and benefits, improve their recruitment methods, and assess the availability of qualified workers for business expansion and relocation purposes.

This report is intended to be a resource used in conjunction with others to make employment and training decisions. The continuing nature of the program enables the PIC to collect, analyze, and report current information on a wide range of occupations, as determined by local need.

**FOR MORE INFORMATION**

If you would like more information on the contents of this report, or on labor market information efforts in general, please call the Private Industry Council of San Luis Obispo County, Inc. at (805) 788-2600.

## *Interpretation of Occupational Profiles*

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Each occupational profile provides the information described below. The information for each category of the profiles is based on local employer responses, as described in the “Research Methods” section of this report. Please keep in mind that the information reported represents a snapshot in time and there may be more current data to consider.

### **TITLE AND JOB DESCRIPTION**

The title and definition for most occupations (called “Description” in this report) is based on the Occupational Employment Statistics (OES) Dictionary, published by the Bureau of Labor Statistics in May 1992. The OES titles and descriptions often encompass multiple job titles found in the Dictionary of Occupational Titles (DOT), published by the U.S. Department of Labor, Employment and Training Administration (fourth edition, revised in 1991). There are a few non-OES occupations profiled in this report for which PIC developed definitions, in collaboration with LMID, local employers, and other Local Partners. Job titles most commonly used for the respective occupation in the local job market (i.e., titles used by more than one responding employer, and employers with relatively large numbers of people in the occupation) were included in this section of the profile.

### **KEY TERMS**

I. The terms almost all, most, many, some, and few are used in several categories to present the kinds of work experience, education and skills required by surveyed employers. The following definitions will apply to these terms:

All employers:	100%
Almost all employers:	80% up to but not including 100%
Most employers:	60% up to but not including 80%
Many employers:	40% up to but not including 60%
Some employers:	20% up to but not including 40%
Few employers:	less than 20%

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision. Ranges are also considered to be representative.

II. The following terms are used to indicate the relative employment size of each occupation in San Luis Obispo County:

Small:	Less than 118
Medium:	Between 118 and 235
Large:	Between 236 and 511
Very large:	512 and above

### **EMPLOYMENT TRENDS**

According to the EDD Occupation Projections for San Luis Obispo County, the average growth between 1997-2004 for all occupations will be 11.9%. The following terms are used to indicate the relative, expected growth rate for the occupation in San Luis Obispo County:

Much faster than average:	1.50 times the average, or more
Faster than average:	1.10 to but not including 1.50 times the average
Average:	.90 to but not including 1.10 times the average



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Slower than average:	less than .90 times the average (but showing some growth)
No significant change, or remain stable	
Slow decline	

The local employment size and estimated projected growth through 2004 for each occupation surveyed is data obtained from Table 6 of the EDD publication "Projections and Planning Information for San Luis Obispo County." For most occupations, more openings are the result of workers leaving the labor force (attrition) or changing occupations than of industry growth. Also included is labor supply and demand information for each occupation based on the degree of difficulty employers have in finding qualified applicants. The following terms are used to classify occupational supply and demand (see "Local Outlook") in San Luis Obispo County:

Very difficult:	Demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search.
Moderately difficult:	Demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times. Qualified applicants encounter little competition in their job search.
Not difficult:	Supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicants.

The information presented under the title "Source of Filled Vacancies" offers a profile of the local occupational turnover and growth.

#### **EMPLOYER REQUIREMENTS**

This section presents a summary of the work experience, training, and important skills/qualifications surveyed employers require (or prefer) prior to employment. The education level of most recent hires, as well as legally mandated certification and licenses are also reported in this section. While minimum educational requirements have been shown as employers expressed them, these educational requirements are not always essential for the performance of the job duties. Because the lack of educational requirements will create a barrier with some employers, employer's educational requirements have been added to this report.

A list of Local Training Providers and their programs is provided in Appendix E. This Directory includes private training facilities that have been approved by the Bureau for Private Post-Secondary and Vocational Education (BPPVE), as well as public institutions providing occupational training.

Also listed are skills and qualifications identified as "very important" to most of the responding employers for job performance (based on locally developed questions), along with new skills sought by employers. Only skills that have been reported by more than one employer or by firms employing a majority of workers in the occupation are listed. General terms were used when needed in an effort to maintain the confidentiality of the responding firm.

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## WAGES AND BENEFITS

The range of wages and the median wage paid are provided for three different levels of experience and employment. For occupations researched in 1999 and 2000, extreme high and/or low wage values were excluded to allow for a more representative range estimate. The data points collected that were reported outside two standard deviations around the mean were not used in the range calculations. Both union and non-union wages are reported when more than 20% of the covered employees in an occupation are represented by union(s). This information serves as a guide for comparing earnings from one occupation to another. This data is not intended to represent official prevailing wages. Wage data was typically collected between May and October of the year noted in the Table of Contents next to each occupation, and reflects the following definitions:

New hires, no experience:	Wage paid to persons trained but without paid experience in the occupation.
New hires, experienced:	Wage paid to journey-level experienced persons just starting at the firm.
Experienced, 3 years with firm:	Wages generally paid to persons with more than three years of journey-level experience at the firm.

Each category contains a minimum (low) wage value, a maximum (high) wage value, and the median (middle) wage value. "Not applicable" will be used when one or two categories have no wage data.

## BENEFITS

Benefits most commonly provided by local employers (in terms of percentage of frequency) to full and part time workers are listed in descending order. Only information on benefits paid for in full by employers or cost-shared with employees is included in this report. (Information on percentage of employers that cost-share benefits was not gathered in 1997 and 1998.) Also, not covered in the report are waiting or probationary periods required before some or all benefits go into effect, the cost share paid by the employee, and the degree of insurance coverage offered by employers. The average number of hours worked per week by full time, part time, temporary, and seasonal workers (if applicable) is also provided in this section.

## RECRUITMENT STRATEGIES USED

The three most successfully used recruitment strategies reported by responding employers are identified, in descending order. Only the top three are reported here, even though others may have been identified.

## OTHER INFORMATION

Promotional patterns reported by responding employers are presented here. When available, the state job outlook is provided to give the reader a picture of how the occupation fares statewide, based on information derived from the respective California Occupational Guide (COG). Users of this report are encouraged to refer to the COG for more complete information. State labor market data could vary from the local situation because of the unique characteristics of local industries. Statewide and local labor market data is available on the Internet at <http://www.calmis.ca.gov>.



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Information on the major industries employing each occupation is based on the EDD/LMID publication "Projections for Employment." The terms used in this section are taken from the Standard Industrial Classification (SIC) Manual. When an occupation is employed by a wide variety of industries, those industries employing the greatest number of persons in the occupation are identified in this report.

Finally, the corresponding California Occupational Guide Number and the DOT titles and codes (found in Appendix A for most occupations) are given.

The following describes the process followed to complete this study, and the respective roles of the PIC and the EDD/LMID:

### **I. OCCUPATION SELECTION**

Each year the PIC consults with the EDD to determine occupations that are significant in the county and/or are expected to grow over the next six years. PIC staff also review their job order information and scans the local newspaper to verify that the occupations selected are in fact showing immediate openings. A list of 40 proposed occupations suitable for study is compiled and distributed to local employers and other interested parties each year for input. The selections made by those responding are then compiled and discussed in an annual community meeting.

Representatives from the private and public sectors, educational institutions, and vocational counselors are invited to the community meeting that is typically held in the first three months of the new year. Participants are asked to help the PIC select 20 occupations for study in the following year. The primary objective is to select occupations which are of most interest to the users (and potential users) of this publication.

Participants in the community occupation selection meeting have agreed to give preference to occupations using the following criteria:

- Have a substantial employment base in the county, and/or
- Have a substantial number of job openings projected in the next three to five years, and/or
- Training required would take two years or less to complete, and/or
- Show opportunity for upward mobility, or are full performing professions.

Some of the selected occupations fail to meet all four criteria, but were selected based on community interest. EDD/LMID reviews and approves the final list of occupations for study, and verifies the correct definition for each occupation.

### **II. DEFINITION OF THE OCCUPATION**

The definition of each occupation is found in the Occupational Employment Statistics (OES) Dictionary published by the U.S. Department of Labor, with the exception of the non-OES occupations (identified in the upper left corner of the profile). The OES occupation definitions define the activities and functions of the worker and are sufficiently broad to capture a wide range of specialties within an occupation, but clear enough for use in research. The OES definitions are used by LMID to produce projections for employment (occupational estimates of size, growth, and separations).

### **III. SURVEY SAMPLE DESIGN**

After the occupations are selected for the study, LMID then draws a sample of up to 40 local employers, comprised of a cross section of various sized firms that are representative of all major employing industries for each occupation. The PIC staff edits the employer sample, adding and deleting firms as needed, while maintaining representation. Prior to commencing the survey process, the edited sample is approved by EDD/LMID. During the survey process, the PIC found that further edits were necessary since some employers did not employ the occupation(s) being surveyed.



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#### **IV. QUESTIONNAIRE DEVELOPMENT**

A standard, two-page, employer questionnaire was developed by EDD/LMID. PIC added question no. 21 to gather additional skills/abilities information.

#### **V. SURVEY PROCEDURES**

The survey process typically begins in May and continues through September or early October. Over 500 employers are contacted each year. Employers are first contacted by phone to verify employment of the occupation and to obtain the name of a contact person. Where possible, the survey is completed over the phone at that time. If not, a survey is faxed or mailed to the appropriate contact person within the firm. Some employers selected for the sample were simply mailed surveys in early May 2000, with the assumption that they do employ the occupation(s). Follow-up phone calls were made to employers who failed to respond by the established deadline to encourage their participation, and in many cases a second copy of the survey was sent to the contact person. All responses were reviewed and checked for completeness and consistency. Follow-up calls were made to complete and/or clarify data. Completed surveys deemed usable for the study were then coded for data entry. The PIC's required response goal was 15 usable responses for each occupation. This goal was met or exceeded for all but some occupations, where the pool of employers was small or the needed responses were not obtainable. Required response goals also included a minimum of three usable surveys from the major industry employing the occupation (where appropriate), to ensure adequate representation.

#### **VI. DATA ENTRY, TABULATION, AND SUMMARY**

Coded survey responses to the standard questions were entered into the CCOIS database and both PIC and EDD/LMID ran basic tabulations. Tabulations for the locally developed skills/abilities questions were run on a separate spreadsheet program. From these tabulations, the data was analyzed by the PIC and draft occupational profiles were prepared by the PIC. The draft profiles and other report materials were then reviewed by EDD/LMID analysts. Once the review and editing was completed, this report was finalized and produced.

#### **VII. DISSEMINATION**

The PIC will hold a meeting in the first part of 2001 to disseminate this report and select 20 new occupations to study in the coming year. Representatives from the many user groups of LMI information will be invited to this meeting. Complimentary copies of the report will be distributed to those in attendance at the meeting and to various organizations such as schools, economic development organizations, libraries, and other Local Partners in the state. This report is also available for sale upon request.

If you would like to receive a copy of this report, please send a check made out to the Private Industry Council for \$25.00 to:

Michelle Robles  
Private Industry Council  
4111 Broad Street, Suite A  
San Luis Obispo, CA 93401  
(805) 788-2600

**Occupational Profiles  
San Luis Obispo County  
1998 – 2000**



## Activity Directors

NON-OES 195.164-999

16 Firms Responded  
36 Jobs Represented

### Job Description

Activity Directors develop recreational, physical education, and cultural programs for various age groups. Organize and lead groups, such as senior citizens, children, and street gangs, in activities that meet interests of individual members. May demonstrate and instruct participants in activities, such as active sports, group dances and games, art, crafts, and dramatics. May organize current-events discussion groups, or conduct consumer problem surveys. May promote group work concept of enabling members to develop their own program activities. May keep records; and may recruit, train, and supervise paid staff and volunteers.

#### Common Job Titles

Recreation Coordinator, Recreation Supervisor, Activities Leader and Activities Director

### Wages and Benefits

#### Non-Union Wages

	Range	Median
New hires, no experience	\$5.75 – \$15.34	\$9.54
New hires, experienced	\$5.75 – \$17.74	\$9.00
3+ years with firm	\$9.00 – \$20.14	\$10.87

#### Union Wages

	Range	Median
New hires, no experience	\$13.19 – \$13.19	\$13.19
New hires, experienced	\$14.00 – \$23.10	\$16.81
3+ years with firm	\$15.78 – \$25.77	\$20.43

Other forms of compensation paid by a few employers include bonuses and commission ranging from an additional \$1.15 to \$2.50 per hour.

#### Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	38%	0%	44%	0%
Dental Insurance:	38%	0%	38%	0%
Vision Insurance:	38%	0%	31%	0%
Life Insurance:	31%	0%	31%	0%
Paid Sick Leave:	63%	0%	13%	0%
Paid Vacation:	69%	0%	13%	0%
Retirement Plan:	25%	0%	44%	0%
Child Care:	0%	0%	13%	0%

Other benefits offered include an auto allowance.

#### Unionization

69% Non-Union  
31% Union

#### Hours

Almost all (86%) employees in this occupation work full time – 39 hours/week, weighted average while the part time employees work 21 hours/week, weighted average.

#### Shifts

Almost all employees (94%) work the day shift, while a few employees work some weekends and swing shifts.

### Employer Requirements

#### Minimum Level of Education Required

High School or Equivalent	44%
Associate Degree	19%
Bachelor Degree	31%
Graduate Study	6%

#### Job Required Training

Required	6%
Not Required	81%
Preferred	13%

Technical or vocational training preferred by few responding employers includes an average of 15 months in recreation, child development and CPR/first aid.

#### Training as a Substitute for Previous Work Experience

Yes	64%
No	36%

#### Experience Required

Required	56%
Not Required	13%
Preferred	31%

Most (92%) of responding employers accept experience in other occupations to meet their minimum requirement.

The employers who seek work experience require six months to three years of previous work experience in a related field.

#### Skills Information

Ability to: delegate, organize, coordinate, work with people and provide counseling

Skills in: administration, communication, motivation and planning

New skills sought by a few employers were time management, crisis training, and bilingual language skills.

Computer software skills sought by responding employers include word processing (100%), spreadsheet (90%), database (80%), desktop publishing (40%), and Internet skills (10%).

### Employment Trends

#### Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

The surveyed employers indicate that it is moderately difficult to find both inexperienced and fully experienced qualified applicants.

### Recruitment Methods

#### The three recruitment strategies most successfully used by employers include:

Newspaper Ads	81%
Employee Referrals	56%
In-House Promotion or Transfer	44%

#### Turnover

25%

#### Occupation Size

The information is not available for non-OES occupations

#### Employee Profile

67% Female  
33% Male

#### Where the Jobs Are

SIC 8361 – Residential Care  
SIC 8641 – Civic & Social Association  
SIC 9130 – Local Government

#### Projections

Growth Rate: The information is not available for non-OES occupations

In the last 12 months, percentage of firms whose employment:

Declined	0%
Remained Stable	63%
Grew	38%

#### Source of Filled Vacancies:

Of the 17 positions filled in the past 12 months, 18% were hired to fill vacancies due to promotions, 35% were hired to fill vacated positions, 41% were hired to fill new positions, and 6% were hired to fill temporary positions.

#### Next 24 Months:

Employment in this occupation is not expected to decline. Most employers (69%) stated that they expected employment in this occupation to remain stable, while nearly one-third (31%) expect employment to grow.

### Other Relevant Information

#### Career Track

Most employers (75%) promote their employees to higher-level Management positions.

#### Skills Important for Career Advancement

Communication, organization, interpersonal skills, professionalism, planning and delegation

#### State Outlook

The information is not available for non-OES occupations

#### Related DOT Codes

See Appendix A

## Adjustment Clerks

OES 531230

19 Firms Responded  
146 Jobs Represented

### Job Description

Adjustment Clerks investigate and resolve customer complaints concerning merchandise, service, billing, or credit rating. They examine pertinent information to determine the accuracy of customer complaints and responsibility for errors, and notify customer and appropriate personnel of findings, adjustments, and recommendations, such as exchange of merchandise, refund of money, credit to customer's account, or the adjustment of the customer's bill.

#### Common Job Titles

Customer Service Representative or Associate  
and Customer Service Supervisor

### Wages and Benefits

#### Non-Union Wages

	Range	Median
New hires, no experience	\$5.75 – \$9.00	\$7.25
New hires, experienced	\$6.00 – \$11.00	\$7.50
3+ years with firm	\$6.50 – \$12.30	\$9.50

Other forms of compensation paid by a few employers include bonuses up to an additional \$5.00 per hour.

#### Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	16%	5%	63%	5%
Dental Insurance:	16%	5%	47%	5%
Vision Insurance:	16%	5%	37%	0%
Life Insurance:	42%	0%	16%	0%
Paid Sick Leave:	63%	16%	11%	0%
Paid Vacation:	68%	16%	5%	5%
Retirement Plan:	26%	5%	37%	0%
Child Care:	11%	0%	0%	0%

Other benefits offered include shareholder/profit sharing plans and free Internet access.

#### Unionization

100% Non-Union

#### Hours

Many (40%) employees in this occupation work full time – 39 hours/week, weighted average while most employees (60%) work part time, 20 hours/week, weighted average.

#### Shifts

Almost all employees (95%) work the day shift, some employees work a swing shift such as 1:30 p.m. to 9:00 p.m.

### Employer Requirements

#### Minimum Level of Education Required

Less than High School	21%
High School or Equivalent	74%
Associate Degree	5%

#### Job Required Training

Required	5%
Not Required	89%
Preferred	5%

Technical or vocational training preferred by few responding employers includes an average of 5 months in technical support.

#### Training as a Substitute for Previous Work Experience

Yes	60%
No	40%

#### Experience Required

Required	16%
Not Required	21%
Preferred	63%

Almost all (92%) of responding employers accept experience in other occupations to meet their minimum requirement.

The employers who seek work experience require between 3 months and 2 years of previous work experience in a related field.

#### Skills Information

Skills in: customer service, communication, computer proficiency, and organization

Computer software skills sought by responding employers include word processing (69%), spreadsheet (62%), database (46%), desktop publishing (8%), and other skills such as Internet skills and company specific software.

## Employment Trends

### Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

The surveyed employers indicate that it is moderately difficult to find inexperienced applicants and very difficult to find fully experienced qualified applicants.

## Recruitment Methods

### The three recruitment strategies most successfully used by employers include:

Newspaper Ads	59%
Employee Referrals	71%
Walk-In Applicants	59%

### Turnover

102%

### Occupation Size

Medium (130 – 170)

### Employee Profile

80% Female  
20% Male

### Where the Jobs Are

SIC 5311 – Department Stores  
SIC 5651 – Family Clothing Stores  
SIC 5961 – Catalog & Mail Order Houses

### Projections

Growth Rate: Much faster than average (30.8%)

In the last 12 months, percentage of firms whose employment:

Declined	0%
Remained Stable	79%
Grew	21%

### Source of Filled Vacancies:

Of the 173 positions filled in the past 12 months, 18% were hired to fill vacancies due to promotions, 68% were hired to fill vacated positions, 13% were hired to fill new positions, and 1% were hired to fill temporary positions.

### Next 24 Months:

Employment in this occupation is not expected to decline over the next 24 months. Most employers (74%) stated that they expected employment in this occupation to remain stable, while some (26%) expect employment to grow.

## Other Relevant Information

### Career Track

Most employers (74%) promote their employees to higher level positions such as Team Supervisor or Manager and into other areas such as Marketing, Sales, and Production.

### Skills Important for Career Advancement

Ability to work with customers calmly, dependability, telephone skills, team building, computer skills, efficiency, and positive attitude

### State Outlook

Between 1998 and 2008, this occupation is expected to grow 37.3% while the total growth for all the occupations is expected to grow 23.6% during this period in California.

### Related DOT Codes

See Appendix A

## Administrative Assistants

NON-OES 169.167-997

19 Firms Responded  
258 Jobs Represented

### Job Description

Administrative Assistants aid executives by coordinating, analyzing, and improving office services such as personnel, budget, and operating practices. They analyze personnel requirements, study methods of improving performance standards, and analyze jobs for wage-and-salary adjustments and promotions. They analyze budgetary requirements and expenditures, and study methods to implement cost reduction. They analyze operating practices and create new systems or revise established procedures to simplify and improve reporting procedures, work flow, record-keeping systems, forms control, office layout, or suggestion systems. They interpret operating policies, prepare reports with recommendations for solutions of administrative problems, and answer correspondence. They may direct services such as maintenance, repair, supplies, and mail.

#### Common Job Titles

Administrative Assistant, Clerical Assistant, Department Secretary, and Secretary

### Employment Trends

**Occupation Size:** Medium

**Growth Rate:** Slower than average (4.8%)

#### Labor Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

	<u>Not</u>	<u>A Little</u>	<u>Somewhat</u>	<u>Very</u>
Inexperienced:	13%	53%	27%	7%
Experienced:	22%	56%	22%	0%

#### Local Outlook

Worker supply is somewhat greater than demand for qualified applicants, and applicants may experience competition in job seeking. Most (79%) respondents expect employment in this occupation to remain stable over the next three years.

#### Source of Filled Vacancies

Of the 107 positions filled in the past 12 months, 64% were hired to fill temporary positions, 22% were hired to fill new, permanent positions, 11% were hired to fill vacated positions, and 3% were hired due to promotions.

### Employer Requirements

#### Skills and Qualifications Reported as Very Important

Problem-solving skills, English grammar, spelling and punctuation skills, ability to type at least 45 wpm, attention to detail, ability to work independently, interpersonal skills, ability to read and follow instructions, and oral communication skills

**New Skills** sought by most (63%) responding employers include: more advanced computer skills (including database knowledge), customer service, math skills, and use of the Internet.

**Obsolete Skills** reported by a few employers include typing, shorthand, and dictaphone.

**Computer Software Skills** sought by responding employers include word processing (100%), spreadsheet (84%), database (68%), desktop publishing (26%), and accounting software (11%).

#### Skills and Qualifications Found to be in Short Supply

(A list compiled from those reported by some responding employers): ACCESS database experience, computer skills, accounting and bookkeeping skills, initiative, budget problem-solving, and ability to multi-task

#### Education of Recent Hires

High school or equivalent	32%
Some college but no degree	16%
Associate degree	21%
Bachelor's degree	32%

#### Training as a Substitute for Previous Work Experience

<u>Never</u>	<u>Sometimes</u>	<u>Usually</u>	<u>Always</u>
26%	58%	16%	0%

Training sought by responding employers include: computer skills, typing certificate (for at least 45 wpm), payroll, personnel, and accounting.

#### Experience Required

<u>Never</u>	<u>Sometimes</u>	<u>Usually</u>	<u>Always</u>
0%	5%	32%	63%

Most responding employers seek between 12 – 36 months prior experience.

## Administrative Assistants

Researched in 1998

### Wages and Benefits

#### Non-Union Wages

	Range	Median
New hires, no experience	\$6.00 – \$14.97	\$8.08
New hires, experienced	\$7.00 – \$19.18	\$13.09
3+ years with firm	\$9.00 – \$21.10	\$15.23

#### Union Wages

	Range	Median
New hires, no experience	\$16.69 – \$17.37*	\$17.03*
New hires, experienced	\$13.81 – \$18.55	\$16.18
3+ years with firm	\$14.96 – \$19.53	\$18.37

\*Note: This wage range was reported by some (21%) employers who do not require prior work experience.

#### Benefits

All responding employers offer benefits as follows:

	FT	PT
Paid Vacation:	100%	16%
Medical Insurance:	100%	16%
Paid Sick Leave:	95%	16%
Dental Insurance:	74%	16%
Retirement Plan:	63%	5%
Vision Insurance:	58%	11%
Life Insurance:	53%	5%

#### Hours

Most (57%) covered employees in this occupation work full-time – 40 hours/week, weighted average, while many (39%) work in a temporary or on-call basis – 25 hours/week, weighted average.

### Recruitment Strategies

Newspaper Ads	84%
In-House Promotion or Transfer	68%
Employee Referrals	37%
Employment Development Dept.	21%
Public School Referrals	16%
Other	16%
Private School Referrals	5%

Other strategies include PIC, newsletters and word of mouth.

### Other Relevant Information

#### Career Track

Most (63%) of the responding employers promote their Administrative Assistants to a higher level position such as management, or to other positions in the firm.

#### Employee Profile

93% Female  
79% Non-Union

#### State Outlook

Information not available

#### Where the Jobs Are

Office settings in a wide variety of industries including universities (SIC 8221), School Districts (SIC 8211), Temporary Agencies (SIC 8721), and Local Governments (SIC 9131)

#### Related DOT codes

none – not an OES position

#### California Occupational Guide Number

none

## Administrative Services Managers

OES 130140

15 Firms Responded  
109 Jobs Represented

### Job Description

Administrative Services Managers plan, organize, direct, control, or coordinate the supportive services department of businesses, agencies, and organizations. Typical Administrative Services Managers are Program Managers and Contract Administrators. This category does not include Procurement Managers or Managers who spend less than 80% of their time in administrative services.

#### Common Job Titles

Administrator, Administrative Services Officer, Director, or Manager

### Wages and Benefits

#### Non-Union Wages

	Range	Median
New hires, no experience	\$11.51 – \$19.95	\$16.06
New hires, experienced	\$7.48 – \$24.93	\$17.26
3+ years with firm	\$13.00 – \$33.70	\$20.00

Other forms of compensation paid by a few employers include bonuses and mileage for auto allowance ranging from an additional \$1.44 to \$8.37 per hour.

#### Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	73%	7%	20%	0%
Dental Insurance:	47%	7%	20%	0%
Vision Insurance:	40%	0%	13%	0%
Life Insurance:	60%	0%	13%	0%
Paid Sick Leave:	87%	0%	0%	0%
Paid Vacation:	87%	0%	0%	0%
Retirement Plan:	13%	7%	53%	0%
Child Care:	7%	0%	7%	0%

#### Unionization

100% Non-Union

#### Hours

Almost all employees in this occupation work full time – 46 hours/week, weighted average while the part time employees work 20 hours/week, weighted average.

#### Shifts

All employees (100%) work the day shift, and a few have the option of flextime.

### Employer Requirements

#### Minimum Level of Education Required

High School or Equivalent	33%
Associate Degree	20%
Bachelor Degree	47%

#### Job Required Training

Required	20%
Not Required	60%
Preferred	20%

Technical or vocational training preferred by 47% of responding employers includes an average of 19 months in health care, administrative courses, telecommunications, management and computers.

#### Training as a Substitute for Previous Work Experience

Yes	43%
No	57%

#### Experience Required

Required	73%
Not Required	7%
Preferred	20%

Most (71%) of responding employers accept experience in other occupations to meet their minimum requirement.

The employers who seek work experience typically require between one to four years of previous work experience in a related field.

#### Skills Information

Skills in: customer service, communication, analytical skills, marketing skills, and computer skills

New skills sought by a few employers were Internet skills.

Computer software skills sought by responding employers include word processing (100%), spreadsheet (87%), database (67%), desktop publishing (13%), and other software programs such as the Microsoft Explorer, Netscape, Microsoft Outlook, Visio, and Quickbooks Pro.

## Employment Trends

### Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

The surveyed employers indicate that it is moderately difficult to find both inexperienced and fully experienced qualified applicants.

## Recruitment Methods

### The three recruitment strategies most successfully used by employers include:

Newspaper Ads	87%
Employee Referrals	40%
In-House Promotion or Transfer	53%

### Turnover

9%

### Occupation Size

Medium (170)

### Employee Profile

55% Female

45% Male

### Where the Jobs Are

SIC 8062 – General Medical & Surgical Hospitals

SIC 8221 – Colleges, Universities & Professional Schools

### Projections

Growth Rate: Remain Stable (0%)

In the last 12 months, percentage of firms whose employment:

Declined	7%
Remained Stable	73%
Grew	20%

### Source of Filled Vacancies:

Of the 13 positions filled in the past 12 months, 23% were hired to fill positions left vacant due to promotions, 54% were hired to fill vacated positions, and 23% were hired to fill new positions.

### Next 24 Months:

Employment in this occupation is not expected to decline. Almost all employers (93%) stated that they expected employment in this occupation to remain stable, while a few expect employment to grow.

## Other Relevant Information

### Career Track

Many employers (47%) promote their employees to higher level positions such as Administration or Executive positions.

### Skills Important for Career Advancement

Leadership, management skills, public relations, business, marketing, customer service, computer, analytical skills and building community partners

### State Outlook

Between 1998 and 2008, this occupation is expected to grow 24.1% while the total growth for all the occupations is expected to grow 23.6% during this period in California.

### Related DOT Codes

See Appendix A

## Amusement and Recreation Attendants

OES 680140

16 Firms Responded  
296 Jobs Represented

### Job Description

Amusement and Recreation Attendants perform a variety of duties at amusement or recreation facilities. They schedule the use of recreation facilities and allocate equipment to participants of sporting events or recreational pursuits, collect fees for games played, set pins, prepare billiard tables, provide caddying and other services for golfers, and operate carnival rides and amusement concessions.

#### Common Job Titles

Recreation Assistant, Deck/Dock Hands, Boat Rental/Handler, Pro-Shop Attendant, Golf Caddy, and Clerk

### Wages and Benefits

#### Non-Union Wages

	Range	Median
New hires, no experience	\$5.75 – \$7.00	\$6.00
New hires, experienced	\$5.75 – \$8.00	\$6.63
3+ years with firm	\$6.00 – \$10.00	\$8.00

Other forms of compensation include tips ranging from an additional \$.62 to \$25.00 per hour.

#### Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	31%	0%	13%	0%
Dental Insurance:	13%	0%	0%	0%
Vision Insurance:	6%	0%	0%	0%
Life Insurance:	6%	0%	0%	0%
Paid Sick Leave:	13%	0%	6%	0%
Paid Vacation:	44%	0%	0%	0%
Retirement Plan:	13%	0%	0%	0%
Child Care:	0%	0%	0%	0%

#### Unionization

100% Non-Union

#### Hours

Few employees (17%) in this occupation work full-time – 40 hours/week, weighted average while many employees are part time or on-call working 20 hours/week, weighted average. Some employees (36%) are temporary and work 40 hours weighted average.

#### Shifts

Almost all employees (94%) work the day shift, while some employees also work some evenings, early mornings, weekends and overnight shifts.

### Employer Requirements

#### Minimum Level of Education Required

Less than High School	44%
High School or Equivalent	50%
Associate Degree	6%

#### Job Required Training

Required	6%
Not Required	81%
Preferred	13%

Technical or vocational training preferred by few responding employers includes an average of 5 months in general vocational training and computer skills.

#### Training as a Substitute for Previous Work Experience

Yes	60%
No	40%

#### Experience Required

Required	13%
Not Required	38%
Preferred	50%

Most (89%) of responding employers accept experience in other occupations to meet their minimum requirement.

The employers who seek work experience require three months to one year of previous work experience in a related field.

#### Skills Information

Skills in: working with people, communication, and the ability to multi-task

New skills sought by a few employers were time management, scheduling, and customer service.

Computer software skills sought by responding employers include word processing (83%), spreadsheet (17%), database (17%), desktop publishing (33%), and other types of software such as programs used for inventory management.

## Amusement and Recreation Attendants

Researched in 2000

### Employment Trends

#### Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

The surveyed employers indicate that it is not difficult to find fully experienced qualified applicants while it is moderately difficult to find inexperienced applicants.

### Recruitment Methods

#### The three recruitment strategies most successfully used by employers include:

Walk-In Applicants	75%
Employee Referrals	63%
Newspaper Ads	69%

#### Turnover

8%

#### Occupation Size

Small (90 – 130)

#### Employee Profile

53% Female  
47% Male

#### Where the Jobs Are

SIC 7992 – Public Golf Courses  
SIC 7997 – Membership Sports and Recreation Clubs  
SIC 7999 – Amusement and Recreation Services

#### Projections

Growth Rate: Much Faster than Average (44.4%)

In the last 12 months, percentage of firms whose employment:

Declined	0%
Remained Stable	50%
Grew	50%

#### Source of Filled Vacancies:

Of the 136 positions filled in the past 12 months, 2% were hired to fill vacancies due to promotions, 16% were hired to fill vacated positions, 16% were hired to fill new positions, and 65% were hired to fill temporary/seasonal positions.

#### Next 24 Months:

A few employers expect this occupation to decline in the next 24 months. Many of the employers (56%) stated that they expected employment in this occupation to remain stable, while some employers (38%) expect employment to grow.

### Other Relevant Information

#### Career Track

Half of the employers (50%) promote their employees to higher-level Management positions.

#### Skills Important for Career Advancement

Communication, organization, management and delegation

#### State Outlook

Between 1998 and 2008, this occupation is expected to grow 26.5% while the total growth for all the occupations is expected to grow 23.6% during this period in California.

#### Related DOT Codes

See Appendix A

## Assemblers and Fabricators – Except Machine, Electrical, Electronic, and Precision

OES 939560

17 Firms Responded  
427 Jobs Represented

### Job Description

Assemblers and Fabricators in this category assemble and/or fit together parts to form complete units or subassemblies at a bench, conveyor line, or on the floor. Their work may involve the use of hand tools, power tools and special equipment in order to carry out fitting and assembly operations. Please include assemblers whose duties are of a non-precision nature. Please do not include electrical, electronic, machine, and precision assemblers, and workers who perform specialized operations exclusively as a part of assembly operations, such as riveting, welding, soldering, machining, or sawing.

#### Common Job Titles

Assembler, Machine Operator – Winding and Coiling, and Packaging Assembler

### Employment Trends

**Occupation Size:** Large (379 – 488)

**Growth Rate:** Faster than average (22%)

#### Labor Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

Almost all firms indicate it is moderately difficult to find inexperienced applicants.

#### Local Outlook

Employer demand is somewhat greater than the supply of inexperienced applicants. Employers may have some difficulty finding qualified applicants at times, and applicants may find little competition in their job search.

Almost all (82%) respondents expect employment in this occupation to grow over the next two years.

#### Source of Filled Vacancies

Of the 187 positions filled in the past 12 months, 41% were hired to fill temporary positions, 32% were hired to fill vacated positions, 14% were hired due to promotions, and 13% were hired to fill new positions.

### Employer Requirements

#### Skills and Qualifications Reported as Very Important

Ability to: perform routine, repetitive work, lift at least 10 pounds., and to sit continuously for two or more hours

**New Skills** sought by some (28%) responding employers include ability to produce high quality work and ability to read drawings and blueprints.

**Computer Software Skills** sought by responding employers include database (12%), desktop publishing (12%), other (12%) such as accounting software, and word processing (6%).

#### Skills Important for Career Advancement

Computer, inventory management, communication, organization, work ethic, leadership, product knowledge, and productivity

#### Minimum Level of Education Required

High school or equivalent	59%
Less than high school	41%

#### Job Required Training

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
18%	18%	65%

Technical or vocational training sought by some responding employers includes an average of 4 months in assembly (especially industry/product specific assembly).

#### Training Accepted In Lieu of Experience

<u>Yes</u>	<u>No</u>
80%	20%

#### Experience Required

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
0%	59%	41%

Many responding employers prefer an average of 11 months prior work experience.

Almost all (88%) responding employers accept experience in other occupations.

# Assemblers and Fabricators – Except Machine, Electrical, Electronic, and Precision

Researched in 1999

## Wages and Benefits

### Non-Union Wages

	Range	Median
New hires, no experience	\$5.75 – \$9.00	\$6.50
New hires, experienced	\$5.75 – \$11.00	\$6.75
3+ years with firm	\$6.25 – \$12.50	\$9.00

A few employers pay a piece rate.

Note: The wages above exclude “outliers,” wages that are significantly higher or lower than what is reported by almost all employers.

### Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Paid Vacation:	94%	24%	6%	0%
Paid Sick Leave:	71%	29%	12%	0%
Medical Insurance:	41%	18%	53%	0%
Life Insurance:	29%	6%	18%	0%
Vision Insurance:	24%	18%	35%	0%
Retirement Plan:	18%	0%	35%	0%
Other:	12%	0%	0%	0%
Dental Insurance:	6%	6%	47%	0%

Other benefits include continuing education, long-term disability, and profit sharing.

### Hours

Many (51%) covered employees in this occupation work full-time – 40 hours/week, weighted average. Some (37%) work part-time – 20 hours/week, weighted average. A few (7%) work temporary/on-call – 40 hours/week, weighted average, or on a seasonal basis (4%) – 40 hours/week, weighted average. All employers have a day shift and some have a swing shift.

## Recruitment Strategies

### The three recruitment strategies most successfully used by employers include:

Newspaper Ads	83%
Employee Referrals	78%
Walk-In Applicants	56%

## Other Relevant Information

### Career Track

Almost all (88%) of the responding employers promote their Assemblers and Fabricators to positions such as Team Leader/Lead, Supervisor, or Production Manager/Asst. Production Manager.

### Employee Profile

59% Male  
100% Non-Union

### State Outlook

Information not available

### Where the Jobs Are

Current-Carrying Wiring Devices (SIC 3643), Industrial Machinery NEC (SIC 3599), Musical Instruments (SIC 3931), General Industrial Machinery NEC (SIC 3599), Sporting and Athletic Goods NEC (SIC 3949), and other such manufacturing industries

### Related DOT codes

See Appendix A

### California Occupational Guide Number

none

## Assemblers – Electrical and Electronic Equipment – Precision

OES 931140

16 Firms Responded  
246 Jobs Represented

### Job Description

Assemblers of Electrical and Electronic Equipment-Precision assemble or modify prototypes or final assemblies of electrical or electronic equipment, such as missile control systems, radio and test equipment, computers, machine-tool numerical controls, radar, sonar, and telemetering systems, or appliances. Please include workers who primarily assemble electrical systems for machinery.

#### Common Job Titles

Assembler, Assembler 1, 2 and 3, (or A, B and C), Electronic Assembler, and Electronic Assembly/Testing

### Employment Trends

**Occupation Size:** Small

**Growth Rate:** Much faster than average (25%)

#### Labor Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

	<u>Not</u>	<u>A Little</u>	<u>Somewhat</u>	<u>Very</u>
Inexperienced:	13%	38%	31%	19%
Experienced:	13%	38%	38%	13%

#### Local Outlook

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.

Many (56%) respondents expect employment in this occupation to grow over the next three years, while some (31%) responding employers expect employment to remain stable.

#### Source of Filled Vacancies

Of the 83 positions filled in the past 12 months, 41% were hired to fill new positions, 30% were hired to fill vacated positions, 22% were hired to fill temporary positions, and 7% were hired due to promotions.

### Employer Requirements

#### Skills and Qualifications Reported as Very Important

Ability to: pay attention to detail, to perform routine, repetitive work, to follow safe work practices, to follow oral instructions, good eye-hand coordination, manual dexterity, and ability to perform precision work

**New Skills** identified by some responding employers include digital skills, teamwork, communication, and computer skills.

**Obsolete Skills** reported by a few employers include soldering and analog skills.

**Computer Software Skills** sought by some responding employers include database (43%), other (43%) such as manufacturing software and Windows, word processing (29%), and spreadsheet (14%).

#### Skills and Qualifications Found to be in Short Supply

(A list compiled from those reported by some responding employers): applicants with experience specific to the industry and experience as an electronic technician

#### Education of Recent Hires

High school or equivalent	63%
Some college but no degree	19%
Associate degree	13%
Bachelor's degree	6%

#### Training as a Substitute for Previous Work Experience

<u>Never</u>	<u>Sometimes</u>	<u>Usually</u>	<u>Always</u>
6%	63%	19%	13%

Training required by many responding employers include an associate degree in Electronics, trade school certificate, soldering, schematics and blueprint reading, and/or college-level computer science courses.

#### Experience Required

<u>Never</u>	<u>Sometimes</u>	<u>Usually</u>	<u>Always</u>
6%	44%	31%	19%

Many responding employers (50%) seek between 6 – 12 months previous work experience.

## Assemblers – Electrical and Electronic Equipment – Precision

Researched in 1998

### Wages and Benefits

#### Non-Union Wages

	Range	Median
New hires, no experience	\$5.75 – \$10.00	\$6.00
New hires, experienced	\$6.00 – \$12.00	\$7.50
3+ years with firm	\$7.00 – \$15.00	\$9.75

#### Benefits

Almost all (88%) responding employers offer benefits as follows:

	FT	PT
Paid Vacation:	93%	29%
Medical Insurance:	93%	29%
Paid Sick Leave:	57%	29%
Dental Insurance:	50%	7%
Retirement Plan:	50%	14%
Vision Insurance:	36%	0%
Life Insurance:	36%	7%
Child Care	14%	14%

#### Hours

Almost all (96%) employees in this occupation work full-time – 40 hours/week, weighted average.

### Recruitment Strategies

Employee Referrals	81%
Newspaper Ads	75%
In-house Promotion or Transfer	44%
Employment Development Dept.	44%
Public School Referrals	25%
Unsolicited Applicants	19%
Private Employment Agencies	13%
Private School Referrals	13%

### Other Relevant Information

#### Career Track

Almost all of the responding employers (93%) promote their Assemblers to higher level positions such as Assembly Lead, test, or other positions.

#### Employee Profile

59% Female  
100% Non-Union

#### State Outlook

The number of jobs for electronics assemblers is expected to grow slowly between now and the year 2005 due to increased use of automated or computerized production equipment, and the transfer of manufacturing facilities overseas.

#### Where the Jobs Are

Electronic Components NEC (SIC 3679), Computer Peripheral Equipment (SIC 3577), Musical Instruments (SIC 3931), Industrial Machinery (SIC 3599), Sporting and Athletic Goods (SIC 3949)

#### Related DOT codes

<u>DOT Code</u>	<u>DOT Title</u>
726.684-018	Electronics Assembler

#### California Occupational Guide Number

47

## Automotive Mechanics

OES 853020

18 Firms Responded  
131 Jobs Represented

### Job Description

Automotive mechanics adjust, repair, and overhaul automotive vehicles. They may be designated according to specialties, such as Brake Repairers, Transmission Mechanics, or Front-end Mechanics. Does not include Auto Body Repairers, Bus and Truck Mechanics, Diesel Engine Specialists, and Electrical Systems Specialists.

#### Common Job Titles

Automotive Technicians, Service Technicians, Master Technicians, Certified Technicians, and Technicians

### Employment Trends

**Occupation Size:** Large (480 – 540)

**Growth Rate:** Slower than average (12.5%)

#### Labor Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

	<u>Not</u>	<u>A Little</u>	<u>Somewhat</u>	<u>Very</u>
Inexperienced:	21%	36%	36%	7%
Experienced:	11%	22%	28%	39%

#### Local Outlook

Employer demand is somewhat greater than the supply of experienced and qualified applicants. Employers may have some difficulty finding qualified applicants at times.

Many (56%) respondents expect employment in this occupation to remain stable over the next three years, while many (44%) responding employers, who employ most of the employees covered in this profile expect employment to grow.

#### Source of Filled Vacancies

Of the 52 positions hired in the last year, 46% were hired to fill vacated positions, and 40% were hired to fill new, permanent positions.

### Employer Requirements

#### Skills and Qualifications Reported as Very Important

Ability to: work independently and as part of a team, to follow safe work practices, to use service manuals, good hand-eye coordination, detail oriented, ability to operate electronic automotive diagnostic equipment, certified in air conditioning maintenance and repair, problem solving skills, ability to provide own hand tools, and verbal communication skills

**New Skills** identified by most (61%) responding employers include computer diagnostics, problem solving, computer knowledge, fuel injection, and specialization of specific makes of cars.

#### Obsolete Skills

Some (22%) employers include transmission and/or carburetor rebuild.

**Computer Software Skills** sought by a few responding employers include computer diagnostic software (67%), database (17%), and word processing (17%).

#### Skills and Qualifications Found to be in Short Supply

(A list compiled from those reported by responding employers): experienced and skilled at diagnostics, smog certified, ASE certified, journeyman-level experience, Master Technicians, specialized in specific automobiles, hard work, and computer basics

#### Education of Recent Hires

High school or equivalent	56%
Some college but no degree	44%

#### Training as a Substitute for Previous Work Experience

<u>Never</u>	<u>Sometimes</u>	<u>Usually</u>	<u>Always</u>
6%	61%	28%	6%

Training or certification required by many responding employers include Automotive Service Excellence (ASE) certification, smog license, and/or college or technical school course work (12 – 24 months in duration).

## Experience Required

<u>Never</u>	<u>Sometimes</u>	<u>Usually</u>	<u>Always</u>
0%	6%	50%	44%

Most responding employers seek between 12 – 24 months previous work experience, while some seek 36 – 48 months.

## Wages and Benefits

### Non-Union Wages

	Range	Median
New hires, no experience	\$5.50 – \$12.00	\$7.00
New hires, experienced	\$6.50 – \$18.00	\$11.50
3+ years with firm	\$7.50 – \$24.00	\$15.03

Note: Many (44%) responding employers pay a “flat rate” – payment for time spent per job.

Other Forms of Compensation paid by a few employers include bonuses and commission.

### Benefits

Most (78%) responding employers offer benefits as follows:

	FT	PT
Paid Vacation:	100%	7%
Medical Insurance:	86%	0%
Paid Sick Leave:	50%	7%
Retirement Plan:	50%	0%
Dental Insurance:	43%	0%
Life Insurance:	29%	0%
Vision Insurance:	21%	0%

Other benefits offered include 401K, cafeteria plan and co-pay insurance available for purchase.

### Hours

Almost all (96%) employees in this occupation work full-time – 40 hours/week, weighted average.

## Recruitment Strategies

Newspaper Ads	83%
Employee Referrals	56%
In-house Promotion or Transfer	22%
Private Employment Agencies	17%
Public School Referrals	17%
Unsolicited Applicants	11%
Private School Referrals	6%
Employment Development Dept.	6%
Other employers	6%

## Other Relevant Information

### Career Track

Most of the responding employers (65%) promote their Automotive Mechanics to Service Advisor/Writer, Team Lead, or Manager.

### Employee Profile

98% Male (a non-traditional occupation for women)  
100% Non-Union

### State Outlook

There is a growing need for experienced mechanics who know how to work on complex components such as emission control systems, and those certified to repair smog, brake, and lamp systems. Opportunities will be best for applicants able to maintain and repair a broad range of automotive systems, and for those trained and experienced to work on foreign cars.

### Where the Jobs Are

New and Used Car Dealers (SIC 5511), General Automotive Repair Shops and Auto Exhaust System Repair Shops (SIC 7538), Gasoline Service Stations (SIC 5541), Auto and Home Supply Stores (SIC 5531), and Department Stores (SIC 5311)

### Related DOT codes

See Appendix A

### California Occupational Guide Number

24

## Bill and Account Collectors

OES 535080

19 Firms Responded  
99 Jobs Represented

### Job Description

Bill and Account Collectors locate and notify customers of delinquent accounts by mail, telephone, or personal visit to solicit payment. Their duties include receiving payment and posting amounts to customer's account; sending statements to the credit department if the customer fails to respond, initiating repossession proceedings or service disconnection, and keeping records of collection and status of accounts. This category does not include collectors of money from coin boxes.

#### Common Job Titles

Patient Account Representative, Collection Officer/Clerk, Patient Account Representative and Account Collector/Representative

### Wages and Benefits

#### Non-Union Wages

	Range	Median
New hires, no experience	\$6.50 – \$10.00	\$8.00
New hires, experienced	\$6.50 – \$11.00	\$9.00
3+ years with firm	\$7.25 – \$17.26	\$10.50

Other forms of compensation paid by a few employers include commission and bonuses ranging from an additional \$1.15 to \$4.60 per hour.

#### Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	26%	5%	42%	11%
Dental Insurance:	11%	0%	26%	16%
Vision Insurance:	11%	5%	21%	11%
Life Insurance:	37%	11%	5%	5%
Paid Sick Leave:	58%	21%	0%	0%
Paid Vacation:	68%	21%	0%	0%
Retirement Plan:	37%	0%	11%	11%
Child Care:	0%	0%	0%	0%

#### Unionization

100% Non-Union

#### Hours

Most (77%) employees in this occupation work full time – 40 hours/week, weighted average while a few of the employees are part time and

work 24 hours/week, weighted average.

A few employees also work as temporary on-call employees working 30 hours/week weighted average.

#### Shifts

All employees (100%) work the day shift, while a few employees work additional week-ends or evenings.

### Employer Requirements

#### Minimum Level of Education Required

High School or Equivalent	95%
Associate Degree	5%

#### Job Required Training

Required	5%
Not Required	89%
Preferred	5%

Technical or vocational training preferred by few responding employers includes an average of 5 months in collections, bookkeeping, and accounting.

#### Training as a Substitute for Previous Work Experience

Yes	59%
No	41%

#### Experience Required

Required	42%
Not Required	11%
Preferred	47%

Most (75%) of responding employers accept experience in other occupations to meet their minimum requirement.

The employers who seek work experience require six months to one year of previous work experience in a related field.

#### Skills Information

Skills in: accounts receivable, product knowledge, team skills, computer proficiency, accuracy, phone skills, and ability not to take verbal abuse personally

New skills: bilingual language skills, collection laws and regulations, accounting, insurance, and advanced computer skills

Computer software skills sought by responding employers include word processing (87%), spreadsheet (53%), database (20%), and other skills using the Internet and company specific software.

### Employment Trends

#### Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

The surveyed employers indicate that it is moderately difficult to find both inexperienced and fully experienced qualified applicants.

### Recruitment Methods

#### The three recruitment strategies most successfully used by employers include:

Newspaper Ads	95%
Employee Referrals	53%
In-House Promotion or Transfer	63%

#### Turnover

22%

#### Occupation Size

Medium (130 – 160)

#### Employee Profile

88% Female

12% Male

#### Where the Jobs Are

SIC 6061 – Credit Unions

SIC 7322 – Adjustment and Collection Services

SIC 8062 – General Medical and Surgical  
Hospitals

#### Projections

Growth Rate: Much faster than average (23.1%)

In the last 12 months, percentage of firms whose employment:

Declined	5%
Remained Stable	42%
Grew	53%

Next 24 Months:

Employment in this occupation is not expected to decline over the next two years. Most employers (74%) stated that they expected employment in this occupation to remain stable, while some (26%) expect employment to grow.

### Other Relevant Information

#### Career Track

Most employers (74%) promote their employees to higher level positions such as Supervisors, Managers, and Accounts Payable.

#### Skills Important for Career Advancement

Focus, professionalism, tenacity, performance, reliability, initiative, phone skills, attention to detail, and good work habits

#### State Outlook

Between 1998 and 2008, this occupation is expected to grow 42.7% while the total growth for all the occupations is expected to grow 23.6% during this period in California.

#### Related DOT Codes

See Appendix A

## Billing Cost and Rate Clerks

OES 553440

16 Firms Responded  
67 Jobs Represented

### Job Description

Billing, Cost and Rate Clerks compile data, compute fees and charges, and prepare invoices for billing purposes. Their duties also include computing costs and calculating rates for goods, services, and shipment of goods, posting data and keeping other relevant records. Their work may involve the use of typing, adding, calculating, and bookkeeping machines. Does not include workers whose primary duty is operation of special office machines such as billing, posting, and calculating machines. Also, does not include workers who calculate charges for passenger transportation.

#### Common Job Titles

Clerk, Warranty Clerk, Contract Billing Clerk, Billing Clerk/Financial Counselor, and Accounts Receivable

### Employment Trends

**Occupation Size:** Medium to Large (230 – 260)

**Growth Rate:** Slower than average (13%)

#### Labor Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

	<u>Not</u>	<u>A Little</u>	<u>Somewhat</u>	<u>Very</u>
Inexperienced:	21%	29%	43%	7%
Experienced:	6%	50%	31%	13%

#### Local Outlook

Employer demand is somewhat greater than the supply of experienced, qualified applicants. Employers may have some difficulty finding qualified applicants at times.

Most (75%) respondents expect employment in this occupation to remain stable over the next three years, while some (25%) responding employers expect employment to grow due to growth in business and production.

#### Source of Filled Vacancies

Of the 7 employees hired in the last 12 months, 43% were hired to fill new, permanent positions, and 43% were hired to fill vacated positions.

### Employer Requirements

#### Skills and Qualifications Reported as Very Important

Ability to: pay attention to detail, to work under pressure, to use a calculator, to sit continuously for two or more hours, record keeping, and verbal communication skills

**New Skills** identified by some (38%) responding employers include computer applications (EXCEL, ACCESS, Word, and networking), medical insurance knowledge, and analytical skills.

**Obsolete Skills** reported by a few employers include hand-written or typed billing.

**Computer Software Skills** sought by most responding employers include spreadsheet (62%), word processing (54%), database (46%), other software (23%) such as MRP, AS 400, or Reynolds and Reynolds.

#### Skills and Qualifications Found to be in Short Supply

(A list compiled from those reported by some responding employers): computer experience (including ACCESS database), 10-key by touch, telephone skills, medical insurance knowledge (managed care and HMOs), typing at 50+ wpm, and ability to get along with others

#### Education of Recent Hires

High school or equivalent	56%
Some college but no degree	38%
Associate degree	6%

#### Training as a Substitute for Previous Work Experience

<u>Never</u>	<u>Sometimes</u>	<u>Usually</u>	<u>Always</u>
6%	81%	13%	0%

#### Experience Required

<u>Never</u>	<u>Sometimes</u>	<u>Usually</u>	<u>Always</u>
6%	19%	44%	31%

Most employers seek between 12-24 months experience.

## Billing Cost and Rate Clerks

Researched in 1998

### Wages and Benefits

#### All Wages

	Range	Median
New hires, no experience	\$6.00 – \$10.00	\$7.00
New hires, experienced	\$7.75 – \$12.00	\$8.25
3+ years with firm	\$9.00 – \$15.00	\$10.00

#### Benefits

All responding employers offer benefits as follows:

	FT	PT
Paid Vacation:	100%	0%
Medical Insurance:	94%	0%
Paid Sick Leave:	88%	0%
Dental Insurance:	81%	0%
Life Insurance:	81%	0%
Retirement Plan:	81%	0%
Vision Insurance:	44%	0%

#### Hours

Almost all (97%) employees in this occupation work full-time – 40 hours/week, weighted average.

### Recruitment Strategies

Newspaper Ads	67%
Private Employment Agencies	47%
Employee Referrals	33%
In-House Promotion or Transfer	33%
Unsolicited Applicants	13%
Other	13%
Employment Development Dept.	7%

Other strategies include local church referrals and local government personnel list.

### Other Relevant Information

#### Career Track

Most (69%) responding employers promote their Billing Cost and Rate Clerks to positions to such as Office Manager, Assistant Office Manager, Accounting Supervisor, and Customer Service Officer.

#### Employee Profile

96% Female  
94% Non-Union

#### State Outlook

Information not available

#### Where the Jobs Are

Doctors Offices and Clinics (SIC 8011), Hospitals – General and Surgical (SIC 8062), Accounting, Auditing, and Bookkeeping Services (SIC 8721), Dental Offices and Clinics (SIC 8021), Sporting and Recreational Goods (SIC 5091), Local Passenger Transportation (SIC 4119), and others

#### Related DOT codes

See Appendix A

#### California Occupational Guide Number

none

## Bookkeeping, Accounting, and Auditing Clerks, Including Bookkeepers

OES 553380

23 Firms Responded

162 Jobs Represented

### Job Description

Bookkeeping, Accounting, and Auditing Clerks, including Bookkeepers, compute, classify, and record numerical data to keep sets of financial records complete. They perform any combination of routine calculating, posting, and verifying duties to obtain primary financial data for use in maintaining accounting records. They may also check the accuracy of figures, calculations, and postings pertaining to business transactions recorded by other workers. Please do not include individuals whose primary duty is operating special office machines.

#### Common Job Titles

Accounting Clerk, Accounting Technician 1, 2, and 3, and Accounts Receivable or Accounts Payable Clerk

### Employment Trends

**Occupation Size:** Very Large (1,550 – 1,600)

**Growth Rate:** Slower than average (3.2%)

#### Labor Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

Most responding employers indicate it is not, or is moderately difficult to find fully-experienced, qualified applicants. Of the firms that employ inexperienced workers in this occupation, most indicate it is moderately difficult, and many say it is not difficult, to find applicants.

#### Local Outlook

Worker supply is somewhat greater than demand for qualified applicants, and applicants may experience competition in job seeking.

Most (74%) respondents expect employment in this occupation to remain stable over the next two years.

#### Source of Filled Vacancies

Of the 73 positions filled in the past 12 months, 88% were hired to fill temporary positions, 7% were hired to fill vacated positions, 4% were hired due to promotions, and 1% were hired to fill new positions.

### Employer Requirements

#### Skills and Qualifications Reported as Very Important

Ability to: work under pressure, perform routine, repetitive work, work effectively on a team as well as independently, and sit continuously for 2 or more hours; Skills in: legible handwriting, reading and comprehension, basic and advanced math, attention to detail, and problem solving

**New Skills** sought by a few (13%) responding employers include computer skills, specific industry knowledge, 10-key, and basic office machine use.

**Computer Software Skills** sought by responding employers include spreadsheet (74%), database (61%), word processing (57%), accounting software (22%) such as Quickbooks and Peachtree, and desktop publishing (9%).

#### Skills Important for Career Advancement

Strong computer/spreadsheet skills, critical thinking, recordkeeping, ability to apply accounting procedures, attention to detail, ability to learn new skills/tasks, education in accounting, management skills, specific experience (full charge bookkeeping, insurance or financial background)

#### Minimum Level of Education Required

High school or equivalent	87%
Associate degree	13%

#### Job Required Training

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
9%	39%	52%

Technical or vocational training sought by responding employers include accounting and bookkeeping (including business school or college-level courses), and computer literacy.

#### Experience Required

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
78%	17%	4%

Responding employers seek an average of 20 months experience. Many (55%) responding employers do not accept experience in other occupations in meeting their minimum requirements.

# ***Bookkeeping, Accounting, and Auditing Clerks, Including Bookkeepers***

**Researched in 1999**

## **Wages and Benefits**

### **Non-Union Wages**

	Range	Median
New hires, no experience	\$7.00 – \$8.00	\$7.00
New hires, experienced	\$7.50 – \$13.21	\$9.00
3+ years with firm	\$9.00 – \$15.05	\$11.00

### **Union Wages**

	Range	Median
New hires, no experience	\$5.75 – \$9.55	\$7.65
New hires, experienced	\$10.03 – \$13.81	\$11.23
3+ years with firm	\$11.06 – \$16.68	\$13.07

### **Benefits**

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Paid Vacation	91%	17%	9%	4%
Paid Sick Leave	87%	17%	9%	4%
Medical Insurance	65%	9%	30%	13%
Dental Insurance	48%	4%	26%	13%
Vision Insurance	48%	4%	22%	13%
Life Insurance	48%	0%	13%	9%
Retirement Plan	43%	4%	35%	17%
Other	13%	0%	6%	0%
Child Care	4%	0%	0%	0%

Other benefits reported include long-term disability, holiday pay, and Section 125 Cafeteria Plan.

### **Hours**

Many (53%) covered employees in this occupation work full-time – 40 hours/week, weighted average, while many others (43%) work temporary/on-call – 38 hours/week, weighted average. Almost all employees work the day shift.

## **Recruitment Strategies**

### **The three recruitment strategies most successfully used by employers include:**

Newspaper Ads	95%
Employee Referrals	50%
In-house Promotion or Transfer	50%

## **Other Relevant Information**

### **Career Track**

Almost all (91%) of the responding employers promote their Bookkeeping, Accounting, and Auditing Clerks (including Bookkeepers) to positions such as Accounting Tech 2 or 3, Office Manager, Supervisor, Accounting Manager, or to other positions in the firm.

### **Employee Profile**

82% Female  
70% Non-Union

### **State Outlook**

Most opportunities will be made available by people leaving this occupation, with an estimated 45,800 openings created between 1993-2005. An additional 11,670 new positions will be established in the same time period.

### **Where the Jobs Are**

Office settings in a wide variety of industries including Local Government (SIC 9131), Accounting Auditing and Bookkeeping Service (SIC 8721), Eating Places (SIC 5812), School Districts (SIC 8211), and Doctor's Offices or Medical Clinics (SIC 8011)

### **Related DOT codes**

See Appendix A

### **California Occupational Guide Number**

26

## Carpenters

OES 871020

15 Firms Responded  
122 Jobs Represented

### Job Description

Carpenters perform the carpentry duties necessary to make or repair wooden structures, structural members, and fixtures and equipment using carpentry tools and woodworking machines. Please do not include Cabinetmakers and Bench Carpenters.

#### Common Job Titles

Carpenters, Framers or Foreman (if in a lead position). Union Carpenters are often referred to as apprentice and journeyman reflecting their level of training and experience

### Employment Trends

**Occupation Size:** Large to Very Large (460 – 600)

**Growth Rate:** Much faster than average (13%)

#### Labor Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

	<u>Not</u>	<u>A Little</u>	<u>Somewhat</u>	<u>Very</u>
Inexperienced:	43%	21%	36%	0%
Experienced:	20%	0%	60%	20%

#### Local Outlook

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.

Most (60%) respondents expect employment in this occupation to remain stable over the next three years.

#### Source of Filled Vacancies

Of the positions filled in the past 12 months, 65% were hired to fill temporary positions, 17% to fill new, permanent positions, and 16% to fill vacated positions. The construction industry has fluctuated quite a bit over the past few years — with a growth of building occurring in the last year, companies have added Carpenters to their work force.

### Employer Requirements

#### Skills and Qualifications Reported as Very Important

Ability to: use and read a tape measure, to calculate measurements, to implement safe work practices, to operate power hand tools, to climb ladders, to perform strenuous, physically demanding work, to follow safe work practices, to work as part of a team, to follow oral instructions, manual dexterity, good eye-hand coordination, and basic math skills

**New Skills** identified by some (33%) responding employers include use of nail guns; metal framing; concrete exterior walls; continuous learning of the trade; college engineering courses are helpful, and understanding metrics.

**Obsolete Skills** reported by a few employers include framing by hand with hammers.

#### Computer Software Skills

None reported

#### Skills and Qualifications Found to be in Short Supply

(A list compiled from those reported by some responding employers): willingness to learn and further themselves in the trade, honest, reliable, experienced, willing to follow instructions, good attitude, and women and minority candidates

#### Education of Recent Hires

High school or equivalent	93%
Bachelor's degree	7%

#### Training as a Substitute for Previous Work Experience

<u>Never</u>	<u>Sometimes</u>	<u>Usually</u>	<u>Always</u>
27%	67%	7%	0%

Employers requiring training seek four years of union apprentice training (for union employers), or six months school coursework in carpentry, and/or a Framers license.

#### Experience Required

<u>Never</u>	<u>Sometimes</u>	<u>Usually</u>	<u>Always</u>
0%	0%	60%	40%

Most employers seek between 12 – 24 months previous work experience. Some employers seek 3 – 4 years of work experience.

## Wages and Benefits

### Non-Union Wages

	Range	Median
New hires, no experience	\$7.00 – \$8.00	\$8.00
New hires, experienced	\$8.50 – \$15.00	\$11.00
3+ years with firm	\$12.00 – \$20.00	\$15.50

### Union Wages

	Range	Median
New hires, no experience	\$22.27 – \$24.75	\$23.51
New hires, experienced	\$22.27 – \$24.75	\$23.51
3+ years with firm	\$22.27 – \$26.25	\$24.26

Note: Union wages begin at \$9.90/hour. and increase after each “period” of training is completed. Union Carpenters earn the journeyman-level pay of \$24.75/hour after completion of eight training “periods,” taking approximately 4 years.

Other forms of compensation include mileage and bonuses.

### Benefits

Most (60%) responding employers offer benefits as follows:

	FT	PT
Medical Insurance:	56%	11%
Paid Sick Leave:	44%	11%
Paid Vacation:	44%	11%
Dental Insurance:	22%	0%
Retirement Plan:	22%	0%
Life Insurance:	11%	0%
Vision Insurance:	6%	0%

Union workers receive a full benefits package with their membership.

### Hours

Almost all (91%) employees in this occupation work full-time – 40 hours/week, weighted average.

## Recruitment Strategies

Newspaper Ads	53%
Employee Referrals	53%
Unsolicited Applicants	20%
Union Hall Referrals	20%
In-House Promotion or Transfer	13%
Employment Development Dept.	13%
Other	13%

Other strategies include referrals from other contractors and word of mouth.

## Other Relevant Information

### Career Track

Most (67%) responding employers promote their Carpenters to positions such as Foreman, Supervisor, and Superintendent.

### Employee Profile

100% Male (a non-traditional occupation for women)

80% Non-Union (although 59% of the recently hired Carpenters are Union workers)

### State Outlook

The state forecasts an increase of 33,070 new positions through the year 2005. An additional 16,750 positions will open as incumbents retire or leave their jobs.

### Where the Jobs Are

Single-Family Housing Construction (SIC 1521), Carpentry Work (SIC 1751), Heavy Construction NEC (SIC 1629), Non-residential Construction (SIC 1542), State Government (SIC 9020), Residential Construction NEC (SIC 1522), and others

### Related DOT codes

See Appendix A

### California Occupational Guide Number

169

## Cashiers

OES 490230

16 Firms Responded  
321 Jobs Represented

### Job Description

Cashiers receive and disburse cash payments, handle credit transactions, make change, issue receipts, and balance the tender drawer in a variety of establishments. Their work usually involves the use of adding machines, cash registers, and change makers.

#### Common Job Titles

Cashier, Retail/Sales Associate, Checker, Customer Service Clerk and Grocery Clerk

### Employment Trends

**Occupation Size:** Very Large (2,580 – 2,950)

**Growth Rate:** Slower than average (13%)

#### Labor Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

	<u>Not</u>	<u>A Little</u>	<u>Somewhat</u>	<u>Very</u>
Inexperienced:	25%	38%	25%	13%
Experienced:	6%	50%	19%	25%

#### Local Outlook

Employer demand is somewhat greater than the supply of fully experienced/qualified applicants. Employers may have some difficulty finding qualified applicants at times. For inexperienced applicants, worker supply is somewhat greater than demand and applicants will experience competition in job seeking.

Most (75%) respondents expect employment in this occupation to remain stable over the next three years.

#### Source of Filled Vacancies

Of the 189 employees hired in the last 12 months, 41% were hired to fill temporary positions, 39% were hired to fill vacated positions, 11% were filled due to promotions, and 10% were hired to fill new, permanent positions.

### Employer Requirements

#### Skills and Qualifications Reported as Very Important

Pleasant personality, ability to deal tactfully with customers, reliability and honesty, willingness to work with close supervision, ability to work rapidly and maintain accuracy and consistency, good grooming skills, detail oriented, and effective oral communication skills

**New Skills** identified by many (44%) responding employers include good communication skills, hand-held computer scanner, customer service skills, increased computer skills, and new product knowledge.

**Computer Software Skills** sought by some responding employers include word processing (57%), other software (57%) such as computerized cash register and a point-of-sale system, database (43%), spreadsheet (14%), and desktop publishing (14%).

#### Skills and Qualifications Found to be in Short Supply

(A list compiled from those reported by many responding employers): friendly personality, accurate accounting, flexibility (time), professional performance, manners, math, working with customers in retail, following directions, and ability to be productive and fast

#### Education of Recent Hires

High school or equivalent	50%
Some college but no degree	50%

#### Training as a Substitute for Previous Work Experience

<u>Never</u>	<u>Sometimes</u>	<u>Usually</u>	<u>Always</u>
0%	44%	44%	13%

#### Experience Required

<u>Never</u>	<u>Sometimes</u>	<u>Usually</u>	<u>Always</u>
6%	50%	44%	0%

Almost all employers who desire previous work experience seek between 3 – 6 months.

**Wages and Benefits****All Wages**

	Range	Median
New hires, no experience	\$5.75 – \$9.60	\$5.93
New hires, experienced	\$5.75 – \$9.60	\$6.25
3+ years with firm	\$6.25 – \$15.90	\$7.00

**Benefits**

Most (63%) responding employers offer benefits as follows:

	FT	PT
Medical Insurance:	90%	10%
Paid Vacation:	90%	50%
Dental Insurance:	70%	10%
Paid Sick Leave:	60%	50%
Retirement Plan:	60%	40%
Life Insurance:	60%	0%
Vision Insurance:	50%	10%
Child Care	10%	0%

**Hours**

Most (63%) employees in this occupation work part-time – 23 hours/week, weighted average, while some (36%) work full-time – 32 or 40 hours/week weighted average.

**Recruitment Strategies**

Employee Referrals	88%
Newspaper Ads	69%
Unsolicited Applicants	63%
In-House Promotion or Transfer	19%
Private Employment Agencies	6%
Employment Development Dept.	6%
College Job Board	6%

**Other Relevant Information****Career Track**

Almost all responding employers promote their Cashiers to positions to such as Lead, Supervisor, and/or another position in the organization (Buyer, Server, Key Carrier, etc.)

**Employee Profile**

82% Female  
94% Non-Union

**State Outlook**

This occupation is ranked fifth among all occupations in terms of actual new growth through the year 2005. EDD projects an increase of 75,030 new jobs between the years 1993 and 2005, with an additional 123,710 jobs opening up as people leave the occupation.

**Where the Jobs Are**

Eating Places (SIC 5812), Grocery Stores (SIC 5411), Gasoline Service Stations (SIC 5541), Drug Stores and Proprietary Stores (SIC 5912), Department Stores (SIC 5311), Retail Bakeries (SIC 5461), Hotels and Motels (SIC 7011), etc.

**Related DOT codes**

See Appendix A

**California Occupational Guide Number**

31

## Computer Programmers, Including Aides

OES 251051

17 Firms Responded  
172 Jobs Represented

### Job Description

Computer Programmers convert symbolic statements of administrative data, business, scientific, engineering, and other technical problem formulations into detailed logical flow charts for coding into computer language. They develop and write computer programs to store, locate, and retrieve specific documents, data, and information.

#### Common Job Titles

Software Development Engineer, Programmer Analyst, Software Engineer, Programmer, and Applications Programmer

### Employment Trends

**Occupation Size:** Large (170 – 200)

**Growth Rate:** Average (17.6%)

#### Labor Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

	<u>Not</u>	<u>A Little</u>	<u>Somewhat</u>	<u>Very</u>
Inexperienced:	13%	33%	40%	13%
Experienced:	6%	18%	29%	47%

#### Local Outlook

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.

Most (76%) respondents expect employment in this occupation to grow over the next three years due to business growth.

#### Source of Filled Vacancies

Of the 42 employees hired in the last 12 months, 50% were hired to fill new, permanent positions, 26% were hired to fill vacated positions, and 17% were hired to fill temporary positions.

### Employer Requirements

#### Skills and Qualifications Reported as Very Important

Ability to: write, read, edit, and debug computer programs for business, to write documentation of computer procedures, to write fourth generation computer languages, to work as part of a team, to use time effectively, to think logically and knowledge of micro computer hardware and operating systems

**New Skills** commonly identified for this occupation include staying abreast of new technologies and programming languages including Windows 98 and Active-X, Java & HTML (web page development), C++, UNIX (for larger information systems), and COBOL Y2k requirements.

**Obsolete Skills** reported by many responding employers include C, Fortran, DOS and other older programming languages, Info basic programming, object oriented and/or 4GL languages (note: knowledge of 4GL languages is an important skill noted by other respondents).

**Computer Software Skills** sought by almost all responding employers include: programs such as C++, Java, HTML, web browser and web page development, various other programming languages and operating systems, etc. (75%), database (56%), word processing (44%), spreadsheet (38%), and desktop publishing programs (31%).

#### Skills and Qualifications Found to be in Short Supply

C++ programming

#### Education of Recent Hires

High school or equivalent	6%
Some college but no degree	18%
Associate degree	24%
Bachelor's degree	53%

#### Training as a Substitute for Previous Work Experience

<u>Never</u>	<u>Sometimes</u>	<u>Usually</u>	<u>Always</u>
18%	76%	6%	0%

Many employers seek a bachelor's degree in Computer Science, and/or training in C++ programming and other languages.

# Computer Programmers, Including Aides

Researched in 1998

## Experience Required

<u>Never</u>	<u>Sometimes</u>	<u>Usually</u>	<u>Always</u>
0%	12%	47%	41%

Those employers seeking prior work experience desire 18-36 months of experience in computer programming and/or computer technician or support.

## Wages and Benefits

### All Wages

	Range	Median
New hires, no experience	\$10.00 – \$21.58	\$14.92
New hires, experienced	\$11.99 – \$28.77	\$18.00
3+ years with firm	\$15.00 – \$35.24	\$25.57

Low wages for a few employers were not included in the range for entry level employees. A few non-union employers pay up to \$80,000 – \$85,000 per year to top level Programmers.

### Benefits

Almost all (94%) responding employers offer benefits as follows:

	FT	PT
Paid Vacation:	100%	25%
Medical Insurance:	100%	25%
Paid Sick Leave:	88%	25%
Dental Insurance:	88%	13%
Retirement Plan:	56%	6%
Vision Insurance:	44%	13%
Life Insurance:	44%	6%
Child Care	6%	6%

Other benefits offered include long-term disability and 401K.

### Hours

Almost all (90%) employees in this occupation work full-time – 42 hours/week, weighted average.

## Recruitment Strategies

Newspaper Ads	82%
Employee Referrals	71%
In-House Promotion or Transfer	47%
Unsolicited Applicants	29%
Other	29%
Public School Referrals	29%
Employment Development Dept.	24%
Private Employment Agencies	18%
Private School Referrals	12%

Other strategies: Internet, Private Industry Council, Industry Trade Shows, and Networking.

## Other Relevant Information

### Career Track

Most (75%) of the responding employers (who hired the majority of employees covered in this profile) indicated that they promote their Computer Programmers to Lead or Senior Programmer, or other management positions.

### Employee Profile

83% Male (a non-traditional occupation for women)  
88% Non-Union

### State Outlook

Computer Programmers rank among the 50 largest growth occupations in California, with a projected growth of 44% for new positions from 1990-2005. Applicants who know both programming and operating languages, especially if the languages are closely related, will be most competitive in the job market.

### Where the Jobs Are

Local Government, esp. County (SIC 9030), Computer Programming Services (SIC 7371), Computer Integrated Systems Design (SIC 7373), Process Control Instruments (SIC 3823), etc.

### Related DOT codes

See Appendix A

### California Occupational Guide Number

81

## Computer Support Specialists

OES 251040

19 Firms Responded  
178 Jobs Represented

### Job Description

Computer Support Specialists provide technical assistance and training to computer system users. Investigate and resolve computer software and hardware problems of users. Answer clients' inquiries in person and via telephone concerning the use of computer hardware and software, including printing, word processing, programming languages, electronic mail, and operating systems.

#### Common Job Titles

Technical/PC Support Representative, Information Systems Analyst, Information Technology Consultants, and Computer Systems Technician

### Wages and Benefits

#### All Employers Wages (Union and Non-Union)

	Range	Median
New hires, no experience	\$6.00 – \$14.38	\$9.00
New hires, experienced	\$8.00 – \$33.56	\$13.64
3+ years with firm	\$9.00 – \$39.31	\$16.19

Other forms of compensation paid by a few employers include incentive pay, bonuses, and commission ranging from an additional \$.99 to \$2.59 per hour.

#### Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	32%	5%	53%	5%
Dental Insurance:	21%	5%	47%	0%
Vision Insurance:	32%	5%	26%	0%
Life Insurance:	21%	0%	26%	5%
Paid Sick Leave:	68%	5%	0%	0%
Paid Vacation:	79%	16%	0%	0%
Retirement Plan:	16%	0%	47%	11%
Child Care:	0%	0%	0%	5%

Other benefits offered include free Internet access.

#### Unionization

84% Non-Union

#### Hours

Almost all (84%) employees in this occupation work full time – 38 hours/week, weighted average while a few employees work part time with 21 hours/week, weighted average, and a few work as temporary on call employees averaging 20 hours/week, weighted average.

#### Shifts

All employees (100%) work the day shift, while a few employees also work some swing shifts or are on call for emergencies.

### Employer Requirements

#### Minimum Level of Education Required

Less Than High School	11%
High School or Equivalent	47%
Associate Degree	32%
Bachelor Degree	11%

#### Job Required Training

Required	26%
Not Required	21%
Preferred	53%

Technical or vocational training preferred by many responding employers includes an average of 15 months in computer science training, technical/computer training, PC and network support, programming and computer hardware troubleshooting.

#### Training as a Substitute for Previous Work Experience

Yes	63%
No	37%

#### Experience Required

Required	53%
Not Required	0%
Preferred	47%

Many (53%) of responding employers accept experience in other occupations to meet their minimum requirement.

The employers who seek work experience typically require six months to two years of previous work experience in a related field.

# Computer Support Specialists

Researched in 2000

## Skills Information

Skills in: network and system administration, PC setup, software installation, editing programs, patience, customer service/friendliness, skills in quick analysis and responsiveness to diverse critical user needs

New skills in areas such as hardware/software advancements, network support and web design.

Computer software skills sought by responding employers include word processing (79%), spreadsheet (79%), database (84%), desktop publishing (32%), and other technical skills in various programs such as Microsoft Outlook, operating systems such as Windows NT and UNIX, and programming languages such as HTML, Visual Basic, C++, and JAVA.

## Employment Trends

### Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

The surveyed employers indicate that it is moderately difficult to find both inexperienced and fully experienced qualified applicants.

## Recruitment Methods

### The three recruitment strategies most successfully used by employers include:

Newspaper Ads	79%
Internet	68%
Colleges and Universities	47%

### Turnover

44%

### Occupation Size

Large to Very Large (370 – 530)

### Employee Profile

20% Female  
80% Male

### Where the Jobs Are

SIC 7372 Packaged Software  
SIC 7374 Computer Processing and Data Prep Services  
SIC 7375 Information Related Services  
SIC 7379 Computer Related Services

## Projections

Growth Rate: Much faster than average (43.2%)

In the last 12 months, percentage of firms whose employment:

Declined	5%
Remained Stable	58%
Grew	37%

### Source of Filled Vacancies:

Of the 88 positions filled in the past 12 months, 16% were hired to fill positions vacated due to promotion, 40% were hired to fill positions vacated by individuals leaving the firm, 33% were hired to fill new positions, and 11% were hired to fill temporary positions.

### Next 24 Months:

Employment in this occupation is not expected to decline. Many employers (58%) stated that they expect employment in this occupation to remain stable, while many other employers (42%) expect employment in this occupation to grow.

## Other Relevant Information

### Career Track

Most employers (79%) promote their employees to higher level positions such as Supervisors, Management, and System Administrator Positions.

### Skills Important for Career Advancement

Network management, technical proficiency, management skills, presentation skills, experience and problem solving

### State Outlook

Between 1998 and 2008, this occupation is expected to grow 89.9% while the total growth for all the occupations is expected to grow 23.6% during this period in California.

### Related DOT Codes

See Appendix A

## Construction and Building Inspectors

OES 219080

12 Firms Responded  
38 Jobs Represented

### Job Description

Construction and Building Inspectors inspect new or remodeled construction to determine its soundness and compliance to specifications, building codes, and other regulations. Inspections may be limited to a single area, such as electrical systems or elevators, or inspections may be more general in nature.

#### Common Job Titles

Inspector Technician

### Employment Trends

**Occupation Size:** Small (50 – 60)

**Growth Rate:** Faster than average (20.0%)

#### Labor Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

Almost all firms indicate it is moderately difficult or very difficult to find fully-experienced, qualified applicants. A few firms indicate it is moderately difficult to find inexperienced applicants.

#### Local Outlook

Employer demand is somewhat greater than the supply of fully-experienced, qualified applicants. Employers may have some difficulty finding fully-experienced, qualified applicants at times, and applicants may find little competition in their job search. Inexperienced applicants will find a very competitive job market.

Many (50%) respondents expect employment in this occupation to remain stable over the next two years, while some (42%) expect it to grow.

#### Source of Filled Vacancies

Of the 12 positions filled in the past 12 months, 58% were hired to fill new positions, 17% were hired to fill vacated positions, and 17% were hired due to promotions, and 8% were hired to fill temporary positions.

### Employer Requirements

#### Skills and Qualifications Reported as Very Important

Ability to: pass a pre-employment medical exam, work well independently, work well under pressure, and recognize problems; Skills in: decision making, problem solving, reading blue-prints, legible listening skills, verbal communication and speaking, and basic math; Other: willingness to work occasional overtime and good DMV driving record

**New Skills** sought by many (42%) responding employers include organization, communication, and critical thinking.

**Computer Software Skills** sought by responding employers include word processing (75%), spreadsheet (42%), database (25%), desktop publishing (6%), and other such as automated permitting issuance software (8%).

#### Skills Important for Career Advancement

Engineering, writing, computer, education/training, and experience

#### Minimum Level of Education Required

Less than High School	8%
High School or equivalent	58%
Associate degree	17%
Bachelor's degree	17%

#### Job Required Training

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
58%	17%	25%

Technical or vocational training sought by most (67%) responding employers includes ICBO Certification and college-level courses.

#### Training Accepted in Lieu of Experience

<u>Yes</u>	<u>No</u>
50%	50%

#### Experience Required

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
92%	8%	0%

All responding employers require or prefer an average of 30 months prior work experience.

Most (67%) responding employers accept experience in other occupations such as engineering or construction.

# Construction and Building Inspectors

Researched in 1999

## Wages and Benefits

### Non-Union Wages

	Range	Median
New hires, no experience	Not available	
New hires, experienced	\$14.00 – \$28.00	\$22.32
3+ years with firm	\$22.00 – \$28.00	\$27.70

Note: The wages above exclude “outliers,” wages that are significantly higher or lower than what is reported by almost all employers.

### Union Wages

	Range	Median
New hires, no experience	\$14.63 – \$14.92	\$14.78
New hires, experienced	\$14.92 – \$17.41	\$16.78
3+ years with firm	\$18.14 – \$20.79	\$19.21

### Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Paid Sick Leave	83%	8%	8%	17%
Paid Vacation	83%	8%	8%	8%
Retirement Plan	75%	8%	8%	8%
Life Insurance	58%	0%	8%	8%
Medical Insurance	50%	8%	42%	17%
Dental Insurance	42%	8%	33%	17%
Vision Insurance	42%	8%	33%	17%

### Hours

Almost all (92%) covered employees in this occupation work full-time – 41 hours/week, weighted average. A few (8%) work temporary – 10 hours/week, weighted average. All work the day shift.

## Recruitment Strategies

### The three recruitment strategies most successfully used by employers include:

Newspaper Ads	82%
Trade Journals	45%
Other	36%

Other strategies include trade/client referrals and employment bulletins.

## Other Relevant Information

### Career Track

Almost all (83%) of the responding employers promote their Construction and Building Inspectors to higher level positions such as Chief/Senior Inspector.

### Employee Profile

100% Male (a non-traditional occupation for women)  
67% Union

### State Outlook

This occupation is expected to grow slightly faster than the average for all occupations through 2005. There will be an estimated 2,400 new positions plus and estimated 3,510 openings due to separations by 2005.

### Where the Jobs Are

Local Government (SIC 9030), Engineering Services (SIC 1521 ), and Testing Laboratories (SIC 1742)

### Related DOT codes

See Appendix A

### California Occupational Guide Number

306

## Cost Estimators

OES 219020

17 Firms Responded  
51 Jobs Represented

### Job Description

Cost Estimators prepare cost estimates for manufacturing of products, construction projects, or services to aid management in bidding on or determining price of products or services. They may specialize according to a particular service performed or product produced.

#### Common Job Titles

Estimator and Estimator/Project Manager

### Employment Trends

**Occupation Size:** Medium (120 – 170)

**Growth Rate:** Much faster than average (41.7%)

#### Labor Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

Many firms indicate it is moderately difficult or very difficult to find fully-experienced, qualified applicants. Some firms indicate it is moderately difficult to find inexperienced applicants.

#### Local Outlook

Employer demand is considerably greater than the supply of fully-experienced, qualified applicants. Employers often cannot find qualified applicants when an opening exists. This means qualified applicants encounter no competition in their job search. For inexperienced applicants, employer demand is somewhat greater than the supply.

Most (76%) respondents expect employment in this occupation to remain stable over the next two years, while some (24%) expect it to grow.

#### Source of Filled Vacancies

Of the 11 positions filled in the past 12 months, 45% were hired to fill vacated positions, 27% were hired to fill new positions, and 27% were hired due to promotions.

### Employer Requirements

#### Skills and Qualifications Reported as Very Important

Ability to: work well independently and as part of a team, and work under pressure; Skills in: English grammar and spelling, legible handwriting, listening skills, verbal communication and speaking, and basic math

**New Skills** sought by many (53%) responding employers include ability to read blueprints, knowledge/experience with the industry (such as printing or construction), and communication/people skills.

**Computer Software Skills** sought by responding employers include database (65%), word processing (59%), spreadsheet (59%), others such as estimating software (24%), and desktop publishing (6%).

#### Skills Important for Career Advancement

Computer, customer service, extensive product knowledge, math, management/supervision, and construction knowledge (for that industry)

#### Minimum Level of Education Required

High School or equivalent	53%
Associate degree	29%
Bachelor's degree	18%

#### Job Required Training

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
24%	18%	59%

Technical or vocational training sought by some (35%) responding employers includes an average of 20 months in the specific industry (including college-level courses).

#### Training Accepted in Lieu of Experience

<u>Yes</u>	<u>No</u>
38%	63%

#### Experience Required

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
76%	18%	6%

Almost all responding employers require or prefer an average of 32 months prior work experience.

Some (29%) responding employers accept experience in other occupations such as estimating in a different construction trade, construction supervision, general automotive experience, and computer-related jobs.

## Wages and Benefits

### Non-Union Wages

	Range	Median
New hires, no experience	\$8.00 – \$15.00	\$8.50
New hires, experienced	\$9.00 – \$20.00	\$12.50
3+ years with firm	\$12.00 – \$20.80	\$18.00

Note: A few employers pay a bonus or commission as well. Also, the wages above exclude “outliers:” wages that are significantly higher or lower than what is reported by almost all employers.

### Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Paid Vacation	82%	12%	0%	0%
Paid Sick Leave	59%	6%	0%	0%
Medical Insurance	53%	0%	35%	0%
Dental Insurance	29%	0%	24%	0%
Retirement Plan	24%	0%	41%	6%
Vision Insurance	18%	0%	12%	0%
Life Insurance	18%	0%	18%	0%

### Hours

Almost all (90%) covered employees in this occupation work full-time – 42 hours/week, weighted average. A few (8%) work part-time – 24 hours/week, weighted average, and temporary/on call (2%) – 15 hours/week, weighted average.

Almost all employers have a day shift.

## Recruitment Strategies

### The three recruitment strategies most successfully used by employers include:

Newspaper Ads	67%
In-house Promotion or Transfer	60%
Employee Referrals	40%

## Other Relevant Information

### Career Track

Many (59%) of the responding employers promote their Cost Estimators to senior level or management positions, such as Project Manager, Sales Manager, and Senior/Chief Estimator.

### Employee Profile

86% Male (a non-traditional occupation for women)

94% Non-Union

### State Outlook

Information not available

### Where the Jobs Are

Highway and Street Construction (SIC 1611), Single-Family Housing Construction (SIC 1521 ), Plastering, Drywall, and Insulation (SIC 1742), Plumbing, Heating and Air Conditioning (SIC 1711), other construction-related trades, and Commercial Printing, Lithographic (SIC 2752)

### Related DOT codes

DOT Code	DOT Title
169.267-038	Estimator
221.362-018	Estimator, Paperboard Boxes
221.367-014	Estimator, Printing
221.482-014	Lumber Estimator

### California Occupational Guide Number

none

## Customer Service Representatives

NON-OES 553350998

16 Firms Responded  
90 Jobs Represented

### Job Description

Customer Service Representatives talk with customers to find solutions to customers' problems. They may work at a professional or clerical level. Customer Service Representatives at clerical levels deal with complaints about products or billing, or receive orders for products or services. Representatives at professional levels most often are employed with companies selling complex products, such as computers. They answer questions and investigate and correct errors. They may train customers in the use of the product or interpret customer need to technical staff.

#### Common Job Titles

Customer Service/Counter Sales and Office Clerks

### Employment Trends

**Occupation Size:** Information not available

**Growth Rate:** Information not available

#### Labor Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

Most firms indicate that it is moderately difficult to find qualified applicants.

#### Local Outlook

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times, and applicants may find little competition in their job search.

Most (63%) respondents expect employment in this occupation to remain stable over the next two years, and some (31%) project growth over the same period.

#### Source of Filled Vacancies

Of the 31 positions filled in the past 12 months, 52% were hired to fill vacated positions, 26% were hired due to promotions, 16% were hired to fill new positions, and 6% were hired to fill temporary positions.

### Employer Requirements

#### Skills and Qualifications Reported as Very Important

Ability to: work effectively independently as well as on a team, and work under pressure; Skills in: English grammar and spelling, listening, and verbal communication and speaking

**New Skills** sought by many (50%) responding employers include communication, 10-key, organization, Internet and e-mail, cash register, typing, phone skills, and interpersonal skills/caring.

**Computer Software Skills** sought by responding employers include database (63%), word processing (56%), spreadsheet (44%), others such as Internet and e-mail (44%), and desktop publishing (6%).

#### Skills Important for Career Advancement

Understanding the industry, leadership, excellent communication skills, customer relations (including phone work), and organization

#### Minimum Level of Education Required

High School or equivalent 100%

#### Job Required Training

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
0%	20%	80%

#### Training Accepted in Lieu of Experience

<u>Yes</u>	<u>No</u>
18%	82%

#### Experience Required

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
19%	50%	31%

Many responding employers seek an average of 11 months prior experience.

Almost all (82%) accept experience in other occupations that involve contact with the public, sales and/or office work.

## Customer Service Representatives

Researched in 1999

### Wages and Benefits

#### Non-Union Wages

	Range	Median
New hires, no experience	\$6.00 – \$9.00	\$8.00
New hires, experienced	\$6.50 – \$11.73	\$9.00
3+ years with firm	\$7.50 – \$14.45	\$11.00

A few employers also pay a commission or piece rate.

#### Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Paid Vacation	88%	19%	6%	0%
Paid Sick Leave	81%	13%	6%	0%
Life Insurance	50%	0%	31%	6%
Medical Insurance	31%	6%	63%	0%
Vision Insurance	31%	0%	44%	0%
Retirement Plan	19%	0%	50%	13%
Dental Insurance	19%	6%	63%	0%
Other	13%	0%	6%	0%

#### Hours

Almost all (81%) covered employees in this occupation work full-time – 40 hours/week, weighted average, while a few (12%) work part-time – 25 hours/week, weighted average, or on temporary/on-call (7%) – 40 hours/week, weighted average.

All employers have a day shift. A few employ for the swing and early morning shifts.

### Recruitment Strategies

#### The three recruitment strategies most successfully used by employers include:

Newspaper Ads	73%
Employee Referrals	60%
Walk-In Applicants	53%

### Other Relevant Information

#### Career Track

Most (75%) of the responding employers promote their Customer Service Representatives to a higher level position such as Customer Service Manager/Lead (or Senior), Office Manager, Circulation Manager, or other positions within the firm.

#### Employee Profile

91% Female  
100% Non-Union

#### State Outlook

Information not available

#### Where the Jobs Are

A wide variety of industries including Printers (SIC 2752), Cable Television Service (SIC 4841), Refuse Systems (SIC 4953), and Newspaper Publishing/Printing (SIC 2711)

#### Related DOT codes

none

#### California Occupational Guide Number

none

## Dental Assistants

OES 660020

16 Firms Responded  
62 Jobs Represented

### Job Description

Dental Assistants assist the dentist at the chair by preparing patients and equipment, keeping records, and performing related duties as required.

#### Common Job Titles

Registered Assistant (RDA) and Dental Assistant

### Employment Trends

**Occupation Size:** Medium (180 – 230)

**Growth Rate:** Much faster than average (27.8%)

#### Labor Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

	<u>Not</u>	<u>A Little</u>	<u>Somewhat</u>	<u>Very</u>
Inexperienced:	13%	27%	40%	20%
Experienced:	13%	38%	38%	13%

#### Local Outlook

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.

Most (63%) respondents expect employment to grow over the next three years due to increased business.

#### Source of Filled Vacancies

Of the 17 employees hired in the last 12 months, 53% were hired to fill vacated positions, 24% were hired to fill new permanent positions, and 18% were hired to fill temporary positions.

### Employer Requirements

#### Skills and Qualifications Reported as Very Important

Ability to: perform or assist with dental procedures, to give oral instructions, to relate to patients and make them comfortable, to work as part of a team, to maintain good customer relations, manual dexterity, instrument sterilization skills, willingness to work with close supervision, tactfulness, and able to learn from on-the-job training

**New Skills** desired by most (69%) responding employers include: implant assistance, X-ray (digital), knowledgeable of OSHA and legal requirements, composite techniques, knowledge of new equipment, bleach guards, and computer skills.

**Obsolete Skills** reported by a few employers include endo cultures, coronal polishing, and periopac application.

**Computer Software Skills** sought by some responding employers include: word processing (60%), database (40%), spreadsheet (40%), and a windows-based program specific to dentistry (20%).

#### Skills and Qualifications Found to be in Short Supply

None reported

#### Education of Recent Hires

High school or equivalent	44%
Some college but no degree	25%
Associate degree	31%

#### Training as a Substitute for Previous Work Experience

<u>Never</u>	<u>Sometimes</u>	<u>Usually</u>	<u>Always</u>
13%	69%	19%	0%

Employees working in this occupation must be licensed with the State. Typically training required to prepare for this occupation takes 18 – 24 months.

#### Experience Required

<u>Never</u>	<u>Sometimes</u>	<u>Usually</u>	<u>Always</u>
0%	13%	63%	25%

Most responding employers seek between 12-14 months of experience.

## Wages and Benefits

### Non-Union Wages

	Range	Median
New hires, no experience	\$5.75 – \$13.00	\$8.00
New hires, experienced	\$7.00 – \$15.00	\$10.75
3+ years with firm	\$10.00 – \$19.00	\$14.00

### Benefits

Many responding employers (55%) offer benefits to primarily full-time employees as follows:

	FT	PT
Paid Vacation:	93%	13%
Paid Sick Leave:	67%	13%
Retirement Plan:	67%	13%
Dental Insurance:	47%	20%
Medical Insurance:	47%	0%
Life Insurance:	20%	0%
Vision Insurance:	7%	0%

Other benefits offered include dental care for employee and family members.

### Hours

Most employees (69%) work full-time – 32 to 39 hours per week, weighted average, while some (29%) work part-time – 20 hours/week, weighted average.

## Recruitment Strategies

Newspaper Ads	50%
Unsolicited Applicants	19%
Public School Referrals	13%
Private School Referrals	13%
Resumes on File	13%
Private Employment Agencies	6%
In-House Promotion or Transfer	6%

## Other Relevant Information

### Career Track

Many (56%) responding employers indicate they do not promote their Dental Assistants. Many others (44%) promote their Dental Assistants to a front office position, or to Dental Hygienist (with additional training and certification).

### Employee Profile

100% Female

100% Non-Union

### State Outlook

Dental Assistants rank among the top 50 fastest-growth occupations in California.

### Where the Jobs Are

Offices and Clinics of Dentists (SIC 8021) and Local Government Public Health Programs

### Related DOT codes

<u>DOT Code</u>	<u>DOT Title</u>
079.361-018	Dental Assistant

### California Occupational Guide Number

27

## Drywall Installers

OES 871080

13 Firms Responded  
152 Jobs Represented

### Job Description

Drywall Installers apply plasterboard or other wallboard to ceiling and interior walls of buildings.

#### Common Job Titles

Hanger, Drywall Hanger, and Drywall Installer

### Employment Trends

**Occupation Size:** Small (70 – 100)

**Growth Rate:** Much faster than average (42.9%)

#### Labor Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

	<u>Not</u>	<u>A Little</u>	<u>Somewhat</u>	<u>Very</u>
Inexperienced:	45%	27%	18%	9%
Experienced:	0%	31%	31%	38%

#### Local Outlook

Employer demand is somewhat greater than the supply of experienced, qualified candidates. Employers may have some difficulty finding qualified applicants at times. For inexperienced applicants, the supply is greater than the demand and applicants may experience competition in job seeking.

Most (69%) respondents expect employment to remain stable over the next three years. The construction industry is cyclical and it is difficult to project how long the industry will be strong in our county.

#### Source of Filled Vacancies

Of the 54 employees hired in the last 12 months, 44% were hired to fill new, permanent positions, 31% were hired to fill vacated positions, and 22% were hired to fill temporary positions.

### Employer Requirements

#### Skills and Qualifications Reported as Very Important

Drywall installation and repair skills, ability to read and use a tape measure, to operate power hand tools, to perform strenuous and physically demanding work, to work from ladders and scaffolds, to stand continuously for two or more hours, to tolerate noise and dust, to lift at least 50 pounds repeatedly, to work independently, to work with others, to read and follow written and oral instructions, good attitude and willingness to work, and possession of a reliable vehicle

#### New Skills

A few (8%) responding employers identified steel stud construction as a new skill.

#### Obsolete Skills

None reported

#### Computer Software Skills

None reported

#### Skills and Qualifications Found to be in Short Supply

(A list compiled from those reported by a few responding employers): good attitude and work ethic

#### Education of Recent Hires

High school or equivalent	92%
Some college but no degree	8%

#### Training as a Substitute for Previous Work Experience

<u>Never</u>	<u>Sometimes</u>	<u>Usually</u>	<u>Always</u>
31%	69%	0%	0%

Training can be a union apprenticeship program, or provided on the job.

#### Experience Required

<u>Never</u>	<u>Sometimes</u>	<u>Usually</u>	<u>Always</u>
0%	15%	46%	38%

Most responding employers seek between 28 – 36 months of experience. Some others seek 12 months, or 4 – 5 years of experience.

## Wages and Benefits

### All Wages

	Range	Median
New hires, no experience	\$6.00 – \$8.00	\$7.00
New hires, experienced	\$7.50 – \$20.00	\$15.00
3+ years with firm	\$15.00 – \$30.00	\$17.00

Many employers pay their Drywall Hangers on a per piece basis, so wages are dependent on the employees' productivity level, as well as the work load.

### Benefits

A few (8%) responding employers offer benefits to full-time employees as follows:

	FT	PT
Paid Vacation:	100%	0%
Medical Insurance:	100%	0%
Dental Insurance:	100%	0%
Retirement Plan:	100%	0%

### Hours

Almost all (85%) employees in this occupation work full-time; 30 – 39 hours/week, weighted average.

## Recruitment Strategies

Employee Referrals	67%
Other	58%
Newspaper Ads	25%
In-House Promotion or Transfer	17%
Unsolicited Applicants	17%
Private School Referrals	17%
Union Hall Referrals	8%

Other strategies include referrals from other employers, word-of-mouth, and knowledge of skilled workers in the area.

## Other Relevant Information

### Career Track

Most (77%) responding employers indicate they do not promote their Drywall Hangers. Some (23%) responding employers promote to a supervisory position, to journeyman, or to estimator.

### Employee Profile

100% Male (a non-traditional occupation for women)

92% Non-Union

### State Outlook

Like most construction work, drywall work goes up in good weather and down during cold and wet weather. Installers may also be unemployed between construction projects and when construction activity goes down. The state is projecting an increase of 10,880 new jobs between 1993 – 2005, not including self-employment or turnover.

### Where the Jobs Are

Plastering, Drywall, and Insulation (SIC 1742)

### Related DOT codes

<u>DOT Code</u>	<u>DOT Title</u>
842.361-030	Drywall Applicator
842.684-014	Drywall Applicator
869.684-050	Sheetrock Applicator

### California Occupational Guide Number

524

# Electrical and Electronic Engineers

OES 221260

15 Firms Responded  
68 Jobs Represented

## Job Description

Electrical and Electronic Engineers design, develop, test, and supervise the manufacture and installation of electrical and electronic equipment, components or systems, computers and related equipment, and systems for commercial, industrial, military or scientific use. Please do not include Sales Engineers.

### Common Job Titles

Electrical Engineer and Digital Design Engineer

## Employment Trends

**Occupation Size:** Medium (120 – 150)

**Growth Rate:** Much faster than average (25%)

### Labor Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

	<u>Not</u>	<u>A Little</u>	<u>Somewhat</u>	<u>Very</u>
Inexperienced:	7%	36%	29%	29%
Experienced:	7%	33%	20%	40%

### Local Outlook

Employer demand is somewhat greater than the supply of experienced, qualified applicants. Employers may have some difficulty finding qualified applicants at times.

Most (60%) respondents expect employment in this occupation to grow over the next three years due to business growth and expansion of products.

### Source of Filled Vacancies

Of the 22 employees hired in the last 12 months, 64% were hired to fill new positions, 18% were hired to fill vacated positions, and 14% were hired to fill temporary positions.

## Employer Requirements

### Skills and Qualifications Reported as Very Important

Completion of computer science classes, understanding of electrical circuitry, ability to operate electronics testing equipment, to write detailed technical instructions, to pay attention to detail, to perform precision work, to work independently and as part of a team, to read and follow written and oral instructions, record keeping, problem-solving, and willingness to work more than 40 hours per week

**New Skills** identified by many responding employers include solid works, capacity planning, root cause analysis, computer software and ability to configure computer networks, digital signal processing, knowledge of wireless technologies, ability to program processors, PIC chip technology, and ability to lead the work of others.

**Obsolete Skills** identified by some employers include Auto CAD, electrical circuits, and programmable logic controls (Note: Auto CAD skills are sought by some employers).

**Computer Skills** sought by responding employers include word processing (71%), database (64%), spreadsheet (57%), other (Auto CAD, CAD, Computer Aided Engineering, C++, and DOS), and desktop publishing (14%).

### Skills and Qualifications Found to be in Short Supply

(A list compiled from those reported by a few responding employers): previous power supply design experience (needed for that industry), and electronic diagnostic knowledge

### Education of Recent Hires

Some college but no degree	13%
Associate degree	13%
Bachelor's degree	73%

### Training as a Substitute for Previous Work Experience

<u>Never</u>	<u>Sometimes</u>	<u>Usually</u>	<u>Always</u>
20%	53%	20%	7%

Most responding employers seek a bachelor's degree in Electrical Engineering, though some hire students.

# Electrical and Electronic Engineers

Researched in 1998

## Experience Required

<u>Never</u>	<u>Sometimes</u>	<u>Usually</u>	<u>Always</u>
0%	27%	27%	47%

Most responding employers seek between 1-2 years previous work experience. Some require three years of experience.

## Wages and Benefits

### All Wages

	Range	Median
New hires, no experience	\$9.59 – \$22.26	\$13.43
New hires, experienced	\$10.00 – \$25.57	\$17.26
3+ years with firm	\$18.23 – \$28.77	\$22.06

Note: a few employers pay higher wages, depending on the situation.

### Benefits

Almost all (93%) responding employers offer benefits as follows:

	FT	PT
Paid Vacation	93%	14%
Medical Insurance	93%	14%
Paid Sick Leave	93%	14%
Dental Insurance	64%	14%
Retirement Plan	64%	14%
Life Insurance	50%	14%
Vision Insurance	50%	0%

Other benefits offered include cafeteria plan with medical reimbursement.

### Hours

Almost all (94%) employees in this occupation work full-time – 43 hours/week, weighted average.

## Recruitment Strategies

Employee Referrals	53%
Newspaper Ads	53%
Other	53%
Public School Referrals	27%
Employment Development Dept.	27%
In-House Promotion or Transfer	20%
Private Employment Agencies	13%
Unsolicited Applicants	7%

Other strategies include job fairs, local university recruitment, Internet, and word-of-mouth in the industry.

## Other Relevant Information

### Career Track

Almost all (80%) of the responding employers promote their Electrical and Electronic Engineers to positions such as Senior Engineer, Project Manager, and Supervisor or Manager.

### Employee Profile

96% Male (a non-traditional occupation for women)

87% Non-Union

### State Outlook

Electrical and Electronic Engineers rank among the top fifty largest growth occupations in California, showing a 28% growth in new jobs from 1993 – 2005.

### Where the Jobs Are

Engineering Services (SIC 8711), Electric Utilities (SIC 4932), Computer Integrated System Design (SIC 7373), Electronic Computers (SIC 3571), etc.

### Related DOT codes

See Appendix A

### California Occupational Guide Number

12

# First-Line Supervisors – Agricultural, Forestry, Fishing, and Related Occupations

OES 720020

15 Firms Responded  
42 Jobs Represented

## Job Description

First Line Supervisors, Agriculture, Forestry, Fishing, and Related Occupations, directly supervise and coordinate the activities of agricultural, forestry, fishing and related workers. They may supervise helpers assigned to these workers. Manager/Supervisors are generally found in smaller establishments where they perform both supervisory and management functions, such as accounting, marketing, and personnel work. In addition, Manager/Supervisors may also engage, in part, in the same agricultural work as the workers they supervise. Do not include work leaders who spend 20% or more of their time at tasks similar to those of employees under their supervision; report them in the occupations which are most closely related to their specific work duties.

### Common Job Titles

Tree Trimming Supervisor, Parks Supervisor, Maintenance Supervisor, Vineyard Foreman or Manager, Field Foreman, and Manager

## Employment Trends

**Occupation Size:** Small (30 – 30)

**Growth Rate:** Remains stable (0%)

### Labor Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

	<u>Not</u>	<u>A Little</u>	<u>Somewhat</u>	<u>Very</u>
Inexperienced:	27%	36%	18%	18%
Experienced:	27%	20%	40%	13%

### Local Outlook

Worker supply is somewhat larger than demand for qualified applicants and applicants may experience competition in job seeking.

Almost all (93%) responding employers expect employment in this occupation to remain stable over the next three years.

### Source of Filled Vacancies

Of the 11 employees hired in the last 12 months, 82% were hired due to promotions, and 18% were hired to fill vacated positions.

## Employer Requirements

### Skills and Qualifications Reported as Very Important

Ability to: implement safe work practices, leadership skills, managerial/ supervision skills, public relations, interpersonal skills, knowledge of pertinent principals, procedures, laws, regulations and codes, knowledge of the specific industry (e.g. viticulture, horses, etc.), and good physical condition

**New Skills** identified by responding employers involve computer skills, improved people skills, automated maintenance systems, pest control, safety, and water management.

### Obsolete Skills

None reported

**Computer Software Skills** sought by some responding employers include word processing (100%), spreadsheet (33%), database (33%), and desktop publishing (33%).

### Skills and Qualifications Found to be in Short Supply

(Reported by a few responding employers): well-rounded and flexible employees

### Education of Recent Hires

High School or equivalent	47%
Some college but no degree	33%
Bachelor's degree	20%

### Training as a Substitute for Previous Work Experience

<u>Never</u>	<u>Sometimes</u>	<u>Usually</u>	<u>Always</u>
20%	53%	27%	0%

### Experience Required

<u>Never</u>	<u>Sometimes</u>	<u>Usually</u>	<u>Always</u>
0%	0%	20%	80%

Most employers require or prefer 1 – 3 years previous work experience. Some seek 5 years or more.

# First-Line Supervisors – Agricultural, Forestry, Fishing, and Related Occupations

Researched in 1998

## Wages and Benefits

### Non-Union Wages

	Range	Median
New hires, no experience	\$7.03 – \$14.99	\$8.00
New hires, experienced	\$7.57 – \$15.68	\$10.00
3+ years with firm	\$8.65 – \$18.22	\$14.41

### Union Wages

	Range	Median
New hires, no experience	\$0.00	\$0.00
New hires, experienced	\$14.86 – \$17.93	\$17.23
3+ years with firm	\$19.18 – \$21.33	\$20.94

### Benefits

All responding employers offer benefits as follows:

	FT	PT
Medical Insurance	100%	7%
Paid Vacation	100%	0%
Dental Insurance	87%	7%
Paid Sick Leave	80%	0%
Vision Insurance	73%	0%
Life Insurance	47%	0%
Retirement Plan	47%	0%

### Hours

All employees in this occupation work full-time – 42 hours/week, weighted average.

## Recruitment Strategies

Newspaper Ads	57%
Employee Referrals	43%
In-House Promotion or Transfer	43%
Employment Development Dept.	29%
Other	29%

Other strategies include Internet, Private Industry Council, and “Jobs Available.”

## Other Relevant Information

### Career Track

Most (57%) responding employers do not promote their First-line Supervisors – Agricultural, Forestry, Fishing and Related Occupations. Many (43%) promote these employees to positions such as Maintenance Supervisor (higher level), Program Supervisor, General Manager, or Parks and Recreation Director.

### Employee Profile

95% Male (a non-traditional occupation for women)

80% Non-Union

### State Outlook

Information not available

### Where the Jobs Are

Ornamental Shrub and Tree Services (SIC 0783), Animal Specialty Services (SIC 0752), Lawn and Garden Services (SIC 0782), and Federal Government (SIC 9010) Note: other industries known to hire this occupation include Vineyards (SIC 0172), State Government (SIC 9020), and Local Government (SIC 9030)

### Related DOT codes

See Appendix A

### California Occupational Guide Number

none

# First-Line Supervisors and Manager/Supervisors Construction Trades and Extractive Workers

OES 810050

16 Firms Responded  
166 Jobs Represented

## Job Description

First Line Supervisors/Managers in the Construction Trades and Extractive Workers directly supervise and coordinate activities of construction or extractive workers. Manager/Supervisors are generally found in smaller establishments where they perform both supervisory and management functions, such as accounting, marketing, and personnel work. In addition, Manager/Supervisors may also engage, in part, in the same construction work as the workers they supervise. Please do not include work leaders who spend 20% or more of their time at tasks similar to those of employees under their supervision and report them in the occupations which are most closely related to their specific work duties.

### Common Job Titles

Project Manager/Foreman, Project/Construction Superintendent, and Site or Job Site Supervisor

## Employment Trends

**Occupation Size:** Large (270 – 310)

**Growth Rate:** Slower than average (14.8%)

### Labor Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

Almost all firms indicate it is moderately difficult or difficult to find fully-experienced, qualified applicants.

### Local Outlook

Employer demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. This means qualified applicants encounter no competition in their job search.

Many (56%) respondents expect employment in this occupation to remain stable over the next two years, while some (31%) project growth, and a few (13%) project a decline.

### Source of Filled Vacancies

Of the 52 positions filled in the past 12 months, 88% were hired to fill new positions, 10% were hired to fill vacated positions, and 2% were hired due to promotions.

## Employer Requirements

### Skills and Qualifications Reported as Very Important

Ability to: pass a drug screening exam, lift at least 10 pounds repeatedly, perform strenuous physical work, use abdominal and lower back muscles, stand continuously for 2 hours or more, work effectively on a team as well as independently, perform routine and repetitive work, work in a changing environment, learn continuously, and work under pressure; Skills in: English grammar and spelling, problem solving, reading and comprehension, listening, and verbal communication/speaking; Willingness to work nights, weekends, on-call, and/or more than 40 hours/week, and to participate in drug testing; Other: possess a good DMV driving record

**New Skills** sought by a few (13%) responding employers include ability to work with others, leadership/motivation, and knowledge of contract administration.

**Computer Software Skills** sought by responding employers include word processing (44%), spreadsheet (44%), database (19%), others such as e-mail and project-management software (13%), and desktop publishing (6%).

### Skills and Qualifications Important for Career Advancement

College degree and construction/specific trade knowledge

### Minimum Level of Education Required

Less than High School	6%
High School or equivalent	88%
Bachelor's degree	6%

### Job Required Training

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
13%	40%	47%

Technical or vocational training sought by a few responding employers includes 5 years apprenticeship programs.

### Training Accepted in Lieu of Experience

<u>Yes</u>	<u>No</u>
13%	87%

Employers accept an average of 42 months training to substitute for work experience.

# First-Line Supervisors and Manager/Supervisors Construction Trades and Extractive Workers

Researched in 1999

## Experience Required

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
88%	6%	6%

Almost all responding employers require an average of 40 months prior work experience.

Many (43%) responding employers accept experience in other occupations related to construction.

## Wages and Benefits

### All Wages

	Range	Median
New hires, no experience	\$24.05 – \$24.05*	\$24.05*
New hires, experienced	\$7.19 – \$36.05	\$20.83
3+ years with firm	\$14.38 – \$40.05	\$27.93

\*This is a union wage for entry-level workers in this occupation.

### Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Paid Vacation	69%	0%	0%	0%
Medical Insurance	44%	0%	25%	6%
Paid Sick Leave	38%	0%	0%	0%
Vision Insurance	25%	6%	0%	0%
Retirement Plan	25%	0%	13%	6%
Life Insurance	25%	0%	13%	6%
Dental Insurance	19%	0%	19%	6%

### Hours

Almost all (99%) covered employees in this occupation work full-time – 41 hours/week, weighted average. All firms have a day shift, and a few employ for a swing, graveyard, or other shifts.

## Recruitment Strategies

### The three recruitment strategies most successfully used by employers include:

Employee Referrals	70%
Newspaper Ads	60%
In-house Promotion or Transfer	60%

## Other Relevant Information

### Career Track

Many (56%) of the responding employers do not promote their First-line Supervisors Construction Trades and Extractive Workers. Some (38%) promote to other management positions.

### Employee Profile

95% Male (a non-traditional occupation for women)  
88% Non-Union

### State Outlook

Information not available

### Where the Jobs Are

This occupation is found in a variety of construction-related or utility industries such as Gas and Other Services Combined (SIC 4932), Plastering, Drywall, and Insulation (SIC 1742), Heavy Construction, NEC (SIC 1629), Single-Family Housing Construction (SIC 1521), etc.

### Related DOT codes

See Appendix A

**California Occupational Guide Number**  
none

## Guards and Watch Guards

OES 630470

15 Firms Responded  
195 Jobs Represented

### Job Description

Guards and Watch Guards stand guard at entrance gates or walk about premises of business or industrial establishments or private residences to prevent theft, violence, or infractions of rules. They guard property against fire, theft, vandalism, and illegal entry. They direct patrons or employees and answer questions relative to services of establishments. They control traffic to and from buildings and grounds.

#### Common Job Titles

Security Guard/Agent, Security, Watchpersons, Doorstaff and Doorpersons

### Employment Trends

**Occupation Size:** Large (420 – 470)

**Growth Rate:** Slower than average (11.9%)

#### Labor Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

	<u>Not</u>	<u>A Little</u>	<u>Somewhat</u>	<u>Very</u>
Inexperienced:	29%	21%	50%	0%
Experienced:	33%	27%	20%	20%

#### Local Outlook

Worker supply is somewhat larger than demand for qualified applicants both with and without experience, and applicants may experience competition in job seeking.

Most (60%) respondents expect employment to grow over the next three years while some (20%) project a decline, and some (20%) expect employment to remain stable.

#### Source of Filled Vacancies

Of the 147 employees hired in the last 12 months, 44% were hired to fill vacated positions, 29% were hired to fill temporary positions, 22% were hired to fill new, permanent positions, and 5% were hired due to promotions.

### Employer Requirements

#### Skills and Qualifications Reported as Very Important

Ability to: work independently and as part of a team, to work under pressure, to handle crisis situations, to pay attention to detail, possession of a clean police record and a valid drivers license, public contact skills, willingness to work part-time, evenings, nights and/or weekends, communication and public relations skills, and problem-solving in crisis situations

**New Skills** desired by some responding employers include public relations skills, verbal communication, and computer skills.

**Obsolete Skill** noted by a few responding employers is use of muscle to resolve problems.

**Computer Software Skills** sought by some (20%) responding employers include word processing (100%), spreadsheet (50%), and desktop publishing (50%).

#### Skills and Qualifications Found to be in Short Supply

(A list compiled from those reported by some responding employers): public contact skills, able to spell and write well, common sense, flexibility, and able to work independently

#### Education of Recent Hires

High School or equivalent	60%
Some college but no degree	33%
Associate degree	7%

#### Training as a Substitute for Previous Work Experience

<u>Never</u>	<u>Sometimes</u>	<u>Usually</u>	<u>Always</u>
7%	33%	60%	0%

Some responding employers require training in law enforcement or security, and/or must pass "Power to Arrest" test.

#### Experience Required

<u>Never</u>	<u>Sometimes</u>	<u>Usually</u>	<u>Always</u>
27%	40%	27%	7%

Most employers seek between 6 – 14 months previous work experience.

## Guards and Watch Guards

Researched in 1998

### Wages and Benefits

#### All Wages

	Range	Median
New hires, no experience	\$5.75 – \$8.00	\$6.13
New hires, experienced	\$5.75 – \$10.00	\$6.75
3+ years with firm	\$5.75 – \$12.00	\$7.50

#### Benefits

Many (53%) responding employers offer benefits as follows:

	FT	PT
Paid Vacation	88%	50%
Medical Insurance	88%	13%
Dental Insurance	75%	13%
Retirement Plan	75%	0%
Paid Sick Leave	63%	50%
Life Insurance	63%	13%
Vision Insurance	50%	13%

#### Hours

Many (57%) employees in this occupation work part-time – 18 hours/week, weighted average, while some (36%) work on a full-time basis – 39 hours/week, weighted average, and a few (8%) work on a temporary or seasonal basis – 12 to 17 hours/week weighted average.

### Recruitment Strategies

Employee Referrals	80%
Newspaper Ads	60%
In-House Promotion or Transfer	33%
Unsolicited Applicants	27%
Employment Development Dept.	13%
Other	13%
Private Employment Agencies	5%
Public School Referrals	7%
Private School Referrals	7%

Other strategies include: Police Academy, Retired Police Association, and on-site ads.

### Other Relevant Information

#### Career Track

Most (73%) responding employers promote their Guards and Watch Guards to lead, supervisory or management positions, or other positions in the firm.

#### Employee Profile

78% Male (a non-traditional occupation for women)

93% Non-Union

#### State Outlook

Security Guards is one of the fastest growing occupations in California. Opportunities will be best for applicants who meet employers' qualification requirements. There is a great deal of turnover in this occupation due to the low pay and odd hours.

#### Where the Jobs Are

Gas and Other Services Combined (SIC 4932), Hotels and Motels (SIC 7011), and Detective & Armored Car Services. Other known industries that hire this occupation are Security Guard Service (SIC 7381) and Drinking Places, Alcoholic Beverage (SIC 5813)

#### Related DOT codes

DOT Code	DOT Title
372.563-010	Armored Car Guard & Driver
372.567-010	Armored Car Guard
372.667-010	Airline Security Representative
372.667-014	Bodyguard
372.667-030	Gate Guard
372.667-034	Guard, Security
372.667-010	Merchant Patroller
376.667-010	Bouncer
379.667-010	Golf Course Ranger

#### California Occupational Guide Number

75

# Heating, Air Conditioning, & Refrigeration Mechanics and Installers

OES 859020

18 Firms Responded

123 Jobs Represented

## Job Description

Heating, Air Conditioning, and Refrigeration Mechanics and Installers install and repair heating, air conditioning, and refrigeration systems. Their duties may include installation and repair of oil burners, hot-air furnaces, heating stoves, and similar equipment in homes and commercial establishments using hand and pipe threading tools. They may also install and repair cooling and central air conditioning systems. This category does not include workers who do only plumbing and pipefitting work.

### Common Job Titles

Building Service Engineer, HVAC  
Installer/Mechanic, Service Technician, and  
Service Mechanic

## Wages and Benefits

### All Employers Wages (Union and Non-Union)

	Range	Median
New hires, no experience	\$5.75 – \$8.00	\$8.00
New hires, experienced	\$8.00 – \$15.00	\$12.00
3+ years with firm	\$9.00 – \$24.16	\$17.50

Commissions are paid by a few employers ranging from an additional \$.55 to \$5.48 per hour.

### Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	61%	0%	22%	0%
Dental Insurance:	6%	0%	22%	0%
Vision Insurance:	11%	0%	6%	0%
Life Insurance:	17%	0%	17%	0%
Paid Sick Leave:	28%	0%	0%	0%
Paid Vacation:	67%	0%	0%	0%
Retirement Plan:	22%	0%	22%	6%
Child Care:	0%	0%	0%	0%

### Unionization

83% Non-Union

17% Union

### Hours

Almost all employees (94%) in this occupation work full time – 40 hours/week, weighted average while the part time employees work 27 hours/week, weighted average, temporary on-call

employees work 20 hours/week, weighted average, and seasonal employees work 40 hours/week, weighted average.

### Shifts

All employees (100%) work the day shift, while a few employees also work some nights and weekends while on call for emergencies.

## Employer Requirements

### Minimum Level of Education Required

Less Than High School	17%
High School or Equivalent	83%

### Job Required Training

Required	0%
Not Required	56%
Preferred	44%

Technical or vocational training preferred by some (44%) responding employers includes an average of 10 months in HVAC training and refrigeration training.

### Training as a Substitute for Previous Work Experience

Yes	69%
No	31%

### Experience Required

Required	39%
Not Required	11%
Preferred	50%

Many employers (44%) accept experience in other occupations to meet their minimum requirement.

The employers who seek work experience require between six months and two years of previous work experience in a related field.

### Skills Information

Skills in: HVAC/equipment mechanics, producing quality work, good use of tools, planning and organization

New skills sought by employers included welding, technical refrigeration, computerized building automation, soldering, and electronics.

Computer software skills sought by a few employers include spreadsheet, database, and energy management software.

## Employment Trends

### Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

The surveyed employers indicate that it is very difficult to find fully experienced qualified applicants and moderately difficult to find inexperienced applicants.

## Recruitment Methods

### The three recruitment strategies most successfully used by employers include:

Newspaper Ads	67%
Employee Referrals	83%
Walk-in Applications	78%

### Turnover

11%

### Occupation Size

Small to Medium (100 – 120)

### Employee Profile

2% Female  
98% Male

### Where the Jobs Are

SIC 1711 – Plumbing, Heating and Air Conditioning  
SIC 7623 – Refrigeration & Air Conditioning Services

### Projections

Growth Rate: Much Faster than Average (20.0%)

In the last 12 months, percentage of firms whose employment:

Declined	0%
Remained Stable	33%
Grew	67%

### Source of Filled Vacancies:

Of the 37 positions filled in the past 12 months, 8% were hired to fill positions vacated by individuals who were promoted, 30% were hired to fill vacated positions, 54% were hired to fill new positions, and 8% were hired to fill temporary positions.

### Next 24 Months:

Only a few employers expected employment in this occupation to decline. Many employers (41%) stated that they expected employment in this occupation to remain stable, while even more employers (53%) expect employment to grow.

## Other Relevant Information

### Career Track

Most employers (67%) promote their employees to higher level positions such as Supervisor, Crew Leader, General Manager and Foreperson.

### Skills Important for Career Advancement

Equipment repair skills, problem solving, and electrical trouble shooting

### State Outlook

Between 1998 and 2008, this occupation is expected to grow 27.0% while the total growth for all the occupations is expected to grow 23.6% during this period in California.

### Related DOT Codes

See Appendix A

## Home Health Aides

OES 660110

7 Firms Responded  
123 Jobs Represented

### Job Description

Home Health Aides care for elderly, convalescent, or handicapped person in home of patient. They perform duties for patients such as changing bed linen, preparing meals, assisting in and out of bed, bathing, dressing, grooming, and assisting with medications under doctors' orders or direction of nurse. Please exclude Nursing Aides and Homemakers.

#### Common Job Titles

Personal Assistant

### Employment Trends

**Occupation Size:** Medium (120 – 170)

**Growth Rate:** Much faster than average (41.7%)

#### Labor Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

Some firms indicate it is very difficult to find qualified applicants. Many firms indicate it is moderately difficult to find inexperienced applicants.

#### Local Outlook

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times, and applicants may find little competition in their job search.

Most (71%) respondents expect employment in this occupation to grow over the next two years, while some others (29%) expect it to grow.

#### Source of Filled Vacancies

Of the 80 positions filled in the past 12 months, 51% were hired to fill vacated positions, 34% were hired to fill temporary positions, 13% were hired to fill new positions, and 3% were hired due to promotions.

### Employer Requirements

#### Skills and Qualifications Reported as Very Important

Ability to: lift at least 10 pounds repeatedly, work effectively on a team as well as independently, perform routine, repetitive work, and work in a changing environment; Skills in: listening skills and verbal communication/speaking; Other: willingness to work weekends, trained in CPR and first aid, good DMV record, and clean and neat appearance

**New Skills** sought by some (29%) responding employers includes course work for certification.

#### Computer Software Skills

None reported

#### Minimum Level of Education Required

Less than High School	29%
High School or equivalent	71%

#### Job Required Training

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
57%	14%	29%

Technical or vocational training sought by most (71%) responding employers includes state certification requirements.

#### Training Accepted in Lieu of Experience

<u>Yes</u>	<u>No</u>
71%	29%

#### Experience Required

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
14%	86%	0%

Almost all (86%) responding employers require or prefer an average of 7 months prior work experience.

Many (57%) responding employers accept experience in other occupations such as Homemaker, Caregiver, and CNA.

## Wages and Benefits

### Non-Union Wages

	Range	Median
New hires, no experience	\$6.25 – \$8.50	\$6.88
New hires, experienced	\$6.25 – \$9.00	\$7.63
3+ years with firm	\$7.50 – \$11.25	\$8.25

### Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Paid Vacation	57%	43%	0%	0%
Life Insurance	43%	14%	0%	0%
Retirement Plan	29%	29%	0%	0%
Paid Sick Leave	29%	29%	0%	0%
Medical Insurance	29%	0%	14%	14%
Dental Insurance	29%	0%	14%	14%
Vision Insurance	29%	0%	14%	14%

### Hours

Many (46%) covered employees in this occupation work full-time – 40 hours/week, weighted average or part-time (46%) – 24 hours/week, weighted average. A few (2%) work temporary/on-call – 4 hours/week, weighted average, or seasonal (1%). All work the day shift and many work a swing or graveyard shift.

## Recruitment Strategies

### The three recruitment strategies most successfully used by employers include:

Newspaper Ads	83%
Employee Referrals	45%
School Program Referrals	36%

## Other Relevant Information

### Career Track

Many (43%) of the responding employers promote their Home Health Aides to a coordinating or scheduling position, a management position, or to LVN or RN with additional training.

### Employee Profile

87% Female  
100% Non-Union

### State Outlook

This occupation is the third fastest growing occupation in the State, with a more than 100% growth rate projected through 2005. The employment outlook for experienced Home Health Aides is very good, and there will be plenty of opportunities for job seekers who want to work part-time or temporary.

### Where the Jobs Are

Help Supply Services (SIC 7363), Home Health Care Services (SIC 8082), Nursing and Personal Care (SIC 8059), and Residential Care (SIC 8361)

### Related DOT codes

<u>DOT Code</u>	<u>DOT Title</u>
354.377-014	Home Attendant

**California Occupational Guide Number**  
461

## Hotel Desk Clerks

OES 538080

19 Firms Responded  
133 Jobs Represented

### Job Description

Hotel Desk Clerks accommodate hotel patrons by registering and assigning rooms to guests, issuing room keys, transmitting and receiving messages, keeping records of rooms occupied and guests' accounts, making and confirming reservations, and presenting statements to and collecting payments from departing guests.

#### Common Job Titles

Desk Clerk, Front Desk Clerk, Guest Service Agents, Front Desk Representatives, and Reservations Clerks/Agents

### Employment Trends

**Occupation Size:** Medium to Large (270 – 300)

**Growth Rate:** Slower than average (11.1%)

#### Labor Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

	<u>Not</u>	<u>A Little</u>	<u>Somewhat</u>	<u>Very</u>
Inexperienced:	32%	21%	32%	16%
Experienced:	11%	32%	32%	26%

#### Local Outlook

Employer demand is somewhat greater than the supply of experienced, qualified applicants. Employers may have some difficulty finding qualified applicants at times.

Most (68%) respondents expect employment to remain stable over the next three years.

#### Source of Filled Vacancies

Of the 74 employees hired in the last 12 months, 65% were hired to fill vacated positions, 20% were hired to fill temporary positions, and 12% were hired due to promotions.

### Employer Requirements

#### Skills and Qualifications Reported as Very Important

Front-office appearance, listening skills, oral communication, ability to maintain good customer relations, to convey a courteous, diplomatic manner on the telephone, to work as part of a team, to read and follow written and oral instructions, and sense of humor

**New Skills** desired by responding employers include increased computer skills including e-mail and Internet for bookings, customer service, and telephone skills.

**Obsolete Skills** reported by some responding employers include: shorthand, manual postings and reservations (penmanship), and "old check-in unit."

**Computer Software Skills** sought by responding employers include word processing (80%), database (40%), and spreadsheet (10%).

#### Skills and Qualifications Important for Career Advancement

(A list compiled from those reported by some responding employers): front-desk experience, basic math and logic skills, ability to give oral instructions, dependability, professional language, customer service skills, and flexible (in terms of work schedule)

#### Minimum Level of Education Required

High School or equivalent	37%
Some college but no degree	58%
Bachelor's degree	5%

#### Training Accepted in Lieu of Experience

<u>Never</u>	<u>Sometimes</u>	<u>Usually</u>	<u>Always</u>
13%	43%	37%	16%

#### Experience Required

<u>Never</u>	<u>Sometimes</u>	<u>Usually</u>	<u>Always</u>
21%	58%	16%	5%

Many employers seek between 6 – 12 months previous work experience.

## Hotel Desk Clerks

Researched in 1998

### Wages and Benefits

#### Non-Union Wages

	Range	Median
New hires, no experience	\$5.75 – \$6.50	\$6.00
New hires, experienced	\$5.75 – \$7.00	\$6.38
3+ years with firm	\$6.25 – \$8.50	\$7.50

Other forms of compensation include free rent.

#### Benefits

Many (57%) responding employers offer benefits as follows:

	FT	PT
Paid Vacation	100%	36%
Medical Insurance	71%	14%
Dental Insurance	50%	14%
Life Insurance	50%	14%
Paid Sick Leave	43%	36%
Retirement Plan	36%	14%
Vision Insurance	29%	14%

#### Hours

Many (57%) employees in this occupation work full-time – 40 hours/week, weighted average, while many (41%) work part-time – 23 hours/week, weighted average.

### Recruitment Strategies

Newspaper Ads	94%
Employee Referrals	82%
Unsolicited Applicants	41%
In-House Promotion or Transfer	24%
Other	24%
Public School Referrals	6%
Employment Development Dept.	6%

Other strategies include guests, AARP, and college recruitment.

### Other Relevant Information

#### Career Track

Many (56%) responding employers promote their Hotel Desk Clerks to positions such as Supervisor, Front Desk Manager, and Hotel Manager.

#### Employee Profile

72% Male  
100% Non-Union

#### State Outlook

This occupation is growing faster than many other occupations. Although new hotels will provide some employment opportunity, most of the expected openings will happen due to the need to replace workers.

#### Where the Jobs Are

Hotels and Motels (SIC 7011)

#### Related DOT codes

<u>DOT Code</u>	<u>DOT Title</u>
238.367-038	Hotel Clerk

#### California Occupational Guide Number

70

# Industrial Truck and Tractor Operators

OES 979470

18 Firms Responded  
152 Jobs Represented

## Job Description

Industrial Truck and Tractor Operators operate gasoline or electric powered industrial trucks or tractors equipped with forklift, elevated platform, or trailer hitch to move materials within an establishment, warehouse, storage yard, factory, or at a construction site. This category does not include Logging Tractor Operators.

### Common Job Titles

Truck Driver/Boss, Dock Labor, Warehousemen, Forklift Operators and Equipment Operators

## Wages and Benefits

### All Employers Wages (Union and Non-Union)

	Range	Median
New hires, no experience	\$6.00 – \$10.00	\$8.25
New hires, experienced	\$7.00 – \$15.00	\$9.00
3+ years with firm	\$8.00 – \$18.00	\$12.00

Other forms of compensation paid by a few employers include a bonus ranging from an additional \$.58 to \$.72 per hour.

### Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	28%	6%	61%	0%
Dental Insurance:	22%	6%	50%	0%
Vision Insurance:	11%	0%	44%	0%
Life Insurance:	39%	6%	17%	0%
Paid Sick Leave:	50%	6%	0%	0%
Paid Vacation:	83%	6%	6%	0%
Retirement Plan:	44%	0%	17%	6%
Child Care:	0%	0%	0%	0%

### Unionization

94% Non-Union  
6% Union

### Hours

Almost all (91%) employees in this occupation work full time – 40 hours/week, weighted average while the part time employees work 20 hours/week, weighted average and temporary on call employees work 40 hours/week, weighted average.

### Shifts

Almost all employees work the day shift, while a few employees work swing, graveyard and other shifts such as 12-hour shifts.

## Employer Requirements

### Minimum Level of Education Required

Less Than High School 39%  
High School or Equivalent 61%

### Job Required Training

Required 17%  
Not Required 78%  
Preferred 6%

Technical or vocational training preferred by few responding employers includes an average of 11 months in securing a California Class A license (Gross Vehicle Weight of more than 10,000 pounds.) or a Class B license (Gross Vehicle Weight of less than 10,000 pounds.) to operate commercial vehicles.

### Training as a Substitute for Previous Work Experience

Yes 50%  
No 50%

### Experience Required

Required 44%  
Not Required 33%  
Preferred 22%

Some (33%) of responding employers accept experience in other occupations to meet their minimum requirement.

The employers who seek work experience require one to two years of previous work experience.

### Skills Information

Skills in: adherence to safe practices and regulations, good driving skills, communication skills, time management skills, inventory control software skills, and mechanical skills

Computer software skills sought by a few employers include word-processing, spreadsheet, and manufacturing software.

## Employment Trends

### Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

The surveyed employers indicate that it is moderately difficult find to fully experienced qualified applicants and not difficult to find inexperienced applicants.

Produced by Private Industry Council of San Luis Obispo County, Inc.

Occupational Outlook – San Luis Obispo County 1998 – 2000

# Industrial Truck and Tractor Operators

Researched in 2000

## Recruitment Methods

### The three recruitment strategies most successfully used by employers include:

Newspaper Ads	61%
Employee Referrals	72%
Walk-in Applications	61%

### Turnover

14%

### Occupation Size

Small (50)

### Employee Profile

3% Female  
97% Male

### Where the Jobs Are

SIC 4213 – Trucking, except Local

### Projections

Growth Rate: Remain Stable (0.0%)

In the last 12 months, percentage of firms whose employment:

Declined	0%
Remained Stable	72%
Grew	28%

Source of Filled Vacancies:

Of the 31 positions filled in the past 12 months, 10% were hired to fill positions vacated due to promotion, 61% were hired to fill vacated positions, and 29% were hired to fill new positions.

Next 24 Months:

Employment in this occupation is not expected to decline. Most employers (61%) stated that they expected employment in this occupation to remain stable, while some employers (39%) expect employment to grow.

## Other Relevant Information

### Career Track

Almost all employers (94%) promote their employees to higher level positions such as Shipping/Receiving Manager, Route Supervisor, Warehouse Manager, and Production Supervisor.

### Skills Important for Career Advancement

Include mechanical skills, computer knowledge, and good communication

### State Outlook

Between 1998 and 2008, this occupation is expected to grow 21.5%, while the total growth for all the occupations is expected to grow 23.6% during this period in California.

### Related DOT Codes

See Appendix A

## Instructional Aides

OES 315211

16 Firms Responded  
589 Jobs Represented

### Job Description

Instructional Aides work under the direct supervision of classroom teachers to assist the teacher in instructional tasks, and activities involving games, sports, arts, and crafts. They also do routine clerical tasks such as record keeping, maintaining classroom supplies, and operating office equipment. They may assist teachers with the instruction of mentally or physically handicapped pupils.

#### Common Job Titles

Instructional Aide, Professional Aide, Teacher Aide/Assistant, Paraeducator, and Categorically Funded positions

### Employment Trends

**Occupation Size:** Very Large (840 – 1,190)

**Growth Rate:** Much faster than average (41.7%)

#### Labor Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

	<u>Not</u>	<u>A Little</u>	<u>Somewhat</u>	<u>Very</u>
Inexperienced:	64%	21%	14%	0%
Experienced:	50%	25%	19%	6%

Many (50%) respondents expect employment in this occupation to remain stable over the next three years while some (25%) project a decline, and some (25%) project growth over the same period.

#### Local Outlook

Worker supply is somewhat larger than demand for qualified applicants, and applicants may experience competition in job seeking.

#### Source of Filled Vacancies

Of the 109 employees hired in the last 12 months, 57% were hired to fill vacated positions, 17% were hired to fill new, permanent positions, 13% were hired to fill temporary positions and, 13% were hired due to promotions.

### Employer Requirements

#### Skills and Qualifications Reported as Very Important

Ability to: work with children having special needs, ability to work as part of a team, oral reading, bilingual, listening skills, interpersonal skills, oral communication, ability to lift at least 25 pounds, and possess a warm, nurturing manner

**New Skills** sought by some (25%) responding employers include computer skills and early childhood education (college units).

#### Obsolete Skills

None reported

**Computer Software Skills** sought by many responding employers include word processing (86%) and spreadsheet (14%).

#### Qualification Found to be in Short Supply

Classroom experience

#### Education of Recent Hires

High School or equivalent	50%
Some college but no degree	31%
Associate degree	6%
Bachelor's degree	13%

#### Training Accepted in Lieu of Experience

<u>Never</u>	<u>Sometimes</u>	<u>Usually</u>	<u>Always</u>
19%	69%	13%	0%

Some respondents seek early childhood development units, CPR and first aid, or specialized training (such as Montessori education).

#### Experience Required

<u>Never</u>	<u>Sometimes</u>	<u>Usually</u>	<u>Always</u>
6%	44%	44%	6%

Most responding employers seek between 2-12 months previous work experience, while some seek 24 months.

## Wages and Benefits

### Non-Union Wages

	Range	Median
New hires, no experience	\$6.00 – \$8.50	\$6.85
New hires, experienced	\$6.65 – \$10.00	\$7.00
3+ years with firm	\$8.00 – \$11.00	\$8.50

### Union Wages

	Range	Median
New hires, no experience	\$7.15 – \$9.05	\$8.26
New hires, experienced	\$7.18 – \$9.05	\$8.24
3+ years with firm	\$7.95 – \$11.00	\$9.32

### Benefits

Most (69%) responding employers offer benefits as follows:

	FT	PT
Paid Sick Leave	64%	45%
Retirement Plan	55%	55%
Medical Insurance	55%	36%
Dental Insurance	55%	36%
Paid Vacation	45%	45%
Vision Insurance	45%	36%
Child Care	18%	9%

### Hours

Almost all (84%) employees in this occupation work part-time – 19 hours/week, weighted average. A few employees (10%) work full-time – 30 to 39 hours/week, weighted average, or on a temporary basis – 12 hours/week weighted average.

## Recruitment Strategies

Newspaper Ads	81%
In-House Promotion or Transfer	50%
Employee Referrals	31%
Public School Referrals	31%
Private School Referrals	13%
Employment Development Dept.	13%
Unsolicited Applicants	6%
College Recruitment	6%

## Other Relevant Information

### Career Track

Almost all (88%) responding employers promote their Instructional Aides to other positions in the school (clerical, library, or to Health Assistant for example), or to a teaching position if qualified.

### Employee Profile

94% Female  
56% Union

### State Outlook

Teacher Aides ranks among the top fifty occupations with the largest job growth in California. There are more than enough qualified applicants in most areas, although sometimes there are shortages among applicants with special education experience, or who can speak a foreign language.

### Where the Jobs Are

Elementary and Secondary Schools (SIC 8211)

### Related DOT codes

<u>DOT Code</u>	<u>DOT Title</u>
099.327-010	Teacher Aide I
249.367-074	Teacher Aide II

**California Occupational Guide Number**  
502

## Instructors and Coaches – Sports and Physical Training

OES 313210

18 Firms Responded  
367 Jobs Represented

### Job Description

Sports and Physical Training Instructors and Coaches instruct or coach groups or individuals in the fundamentals of sports. They demonstrate techniques and methods of participation, and observe and inform participants of corrective measures necessary to improve their skills. This category does not include persons required to hold teaching credentials or who coach professional athletic teams.

#### Common Job Titles

Athletic Team Coach, Golf Professional, Fitness Trainer, Aerobic Instructor, and Group Fitness Instructor

### Wages and Benefits

#### Non-Union Wages

	Range	Median
New hires, no experience	\$6.00 – \$7.67	\$7.00
New hires, experienced	\$6.50 – \$16.00	\$8.00
3+ years with firm	\$7.67 – \$20.00	\$10.00

#### Union Wages

	Range	Median
New hires, no experience	\$7.67 – \$7.67	\$7.67
New hires, experienced	\$6.14 – \$25.70	\$7.67
3+ years with firm	\$6.14 – \$28.85	\$8.05

Other forms of compensation paid by a few employers include bonuses and commission ranging from an additional \$.43 to \$12.00 per hour. This occupation encompasses a variety of different types of coaches. All of the elementary, junior high, and high school team coaches included in this sample work as credential teachers in addition to coaching. For this group, the wages reported here are for coaching only and are typically paid as a stipend by the school system for the duration of a single sports season.

#### Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	22%	6%	0%	0%
Dental Insurance:	17%	0%	6%	6%
Vision Insurance:	11%	6%	0%	0%
Life Insurance:	0%	0%	6%	6%
Paid Sick Leave:	17%	6%	0%	0%
Paid Vacation:	22%	11%	0%	0%

Employer Pays All    Shared Cost

	FT	PT	FT	PT
Retirement Plan:	0%	0%	11%	11%
Child Care:	0%	17%	0%	6%

Other benefits offered include free fitness club membership and chiropractic care.

#### Unionization

72% Non-Union  
28% Union

#### Hours/Shifts

Individuals who coach sports teams at the high school, junior high school or elementary level work a range of hours usually after school and some weekends. Golf professionals, aerobics instructors, gymnastics instructors, dance instructors, and fitness trainers typically work days and only part time hours, but some do work full time. College level athletic coaches work full time and the hours vary.

### Employer Requirements

#### Minimum Level of Education Required

Less Than High School	11%
High School or Equivalent	61%
Associate Degree	17%
Bachelor Degree	6%
Graduate Study	6%

#### Job Required Training

Required	28%
Not Required	67%
Preferred	6%

Technical or vocational training is required by some (28%) of responding employers including an average of 7 months in the particular sport, CPR/first aid, physical therapy and exercise physiology.

#### Training as a Substitute for Previous Work Experience

Yes	59%
No	41%

#### Experience Required

Required	78%
Not Required	6%
Preferred	17%

Produced by Private Industry Council of San Luis Obispo County, Inc.

Occupational Outlook – San Luis Obispo County 1998 – 2000

# Instructors and Coaches – Sports and Physical Training

Researched in 2000

Some (31%) of responding employers accept experience in coaching, physical training, and other fitness occupations to meet their minimum requirement.

The employers who seek work experience require approximately one year of previous work experience in a related field. A few firms require as much as 5 years of previous work experience in a related field.

## Skills Information

Skills in: motivation of individuals, leadership, instruction, and good interpersonal skills

Computer software skills sought by some employers include word processing, spreadsheet, database, and desktop publishing.

## Employment Trends

### Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

The surveyed employers indicate that it is moderately difficult to find both inexperienced and fully experienced qualified applicants.

## Recruitment Methods

### The three recruitment strategies most successfully used by employers include:

Newspaper Ads	39%
Employee Referrals	67%
In-House Promotion or Transfer	44%

### Turnover

8%

### Occupation Size

Large (250 – 330)

### Employee Profile

33% Female

67% Male

### Where the Jobs Are

SIC 8211 Elementary and Secondary Schools

SIC 8221 Colleges and Universities

## Projections

Growth Rate: Much Faster than Average (32.0%)

In the last 12 months, percentage of firms whose employment:

Declined	0%
Remained Stable	61%
Grew	39%

### Source of Filled Vacancies:

Of the 189 positions filled in the past 12 months, 4% were hired to fill positions vacated by individuals who were promoted, 12% were hired to fill vacated positions, 14% were hired to fill new positions, and 70% were hired to fill temporary positions.

### Next 24 Months:

Employment in this occupation is not expected to decline. Half of the firms stated that they expected employment in this occupation to remain stable, while the remaining 50% of firms expect employment to grow.

## Other Relevant Information

### Career Track

Most employers (72%) promote their employees to higher level positions such as Head Coach, Head Professional, Fitness Director, Program Manager, and Program Director.

### Skills Important for Career Advancement

Proficiency in sport and instructing, winning seasons, management skills, communication and responsibility

### State Outlook

Between 1998 and 2008, this occupation is expected to grow 29.9% while the total growth for all the occupations is expected to grow 23.6% during this period in California.

### Related DOT Codes

See Appendix A

## Internet Web Site Designers/Developers (Webmasters)

NON-OES 031064999

14 Firms Responded

43 Jobs Represented

### Job Description

Internet Web Site Designers/Developers (Webmasters) are responsible for managing the content of an organization's Internet web site. Usually using specialized software, they create, design, and maintain web pages to communicate an organization's message to Internet users.

#### Common Job Titles

Web Developer and Web Specialist/  
Graphic Designer

### Employment Trends

**Occupation Size:** Information not available

**Growth Rate:** Information not available

#### Labor Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

Almost all (86%) firms indicate it is moderately difficult to find fully-experienced, qualified applicants.

#### Local Outlook

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times, and applicants may find little competition in their job search.

Many (57%) respondents expect employment in this occupation to grow over the next two years, while some (36%) expect it to remain stable and few (7%) expect a decline.

#### Source of Filled Vacancies

Of the 22 positions filled in the past 12 months, 50% were hired to fill new positions, 23% were hired to fill vacated positions, 23% were hired due to promotions, and 5% were hired to fill temporary positions.

### Employer Requirements

#### Skills and Qualifications Reported as

##### Very Important

Ability to: work well independently and as part of a team, learn continually, and work under pressure; Skills in: English grammar and spelling; Other: willingness to work occasional overtime

**New Skills** sought by many (57%) responding employers include ease in learning new technology/software, graphics (computer), and internet-related software.

**Computer Software Skills** sought by responding employers include desktop publishing – including programs such as Photoshop (79%), Internet skills and programming languages such as HTML, PERL, Java, and SQL (79%), database (50%), word processing (43%), and spreadsheet (36%).

#### Skills and Qualifications Found to be in Short Supply

Communication, willingness to learn, team or group work, self-motivated, HTML, SQL, and creativity/design skills

#### Minimum Level of Education Required

Less than High School	14%
High School or equivalent	43%
Associate degree	29%
Bachelor's degree	14%

#### Job Required Training

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
36%	50%	14%

Technical or vocational training sought by many (57%) responding employers includes an average of 15 months in computer technology and web page design.

#### Training Accepted in Lieu of Experience

<u>Yes</u>	<u>No</u>
29%	71%

#### Experience Required

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
100%	0%	0%

## Internet Web Site Designers/Developers (Webmasters)

Researched in 1999

Responding employers require or prefer an average of 18 months prior work experience.

Most (64%) responding employers accept experience in other occupations such as graphic design, computer programming, or other computer-related fields.

### Wages and Benefits

#### Non-Union Wages

	Range	Median
New hires, no experience	Not Available	
New hires, experienced	\$7.00 – \$19.56	\$12.00
3+ years with firm	\$10.00 – \$23.97	\$15.34

Note: the wages above exclude “outliers,” wages that are significantly higher or lower than what is reported by almost all employers.

#### Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Paid Vacation	71%	21%	0%	0%
Paid Sick Leave	64%	21%	0%	0%
Medical Insurance	50%	7%	36%	14%
Dental Insurance	29%	7%	29%	14%
Retirement Plan	21%	7%	14%	7%
Vision Insurance	21%	0%	29%	14%
Life Insurance	21%	0%	0%	0%
Other	7%	0%	0%	0%

Other benefits include personal leave and long-term disability.

#### Hours

Many (56%) covered employees in this occupation work full-time – 40 hours/week, weighted average. Some work part-time – 23 hours/week, weighted average, and a few work temporary/on call (2%) – 10 hours/week, weighted average.

### Recruitment Strategies

#### The four recruitment strategies most successfully used by employers include:

Newspaper Ads	85%
Internet	62%
In-house Promotion or Transfer	38%
Employee Referrals	38%

### Other Relevant Information

#### Career Track

Many (57%) of the responding employers promote their Internet Web Site Designers/Developers to senior-level or management positions, or to other positions in the firms such as marketing or system administration.

#### Employee Profile

84% Male (a non-traditional occupation for women)  
92% Non-Union

#### State Outlook

Information not available

#### Where the Jobs Are

This occupation is found at Advertising Firms (SIC 7311), Internet Service Providers, (SIC 7375), Colleges and Universities (SIC 8221), Pre-packaged Software (SIC 7371), and other various industries

#### Related DOT codes

none

#### California Occupational Guide Number

559

## Lab Technicians – Winery

NON-OES 029.261-999

7 Firms Responded  
16 Jobs Represented

### Job Description

Lab Technicians – Winery work under close supervision, conducting and analyzing laboratory/quality control tests as prescribed by company procedure and, when applicable, ensures compliance with State and Federal regulations. This is the entry-level position.

#### Common Job Titles

Lab Technician

### Wages and Benefits

#### Non-Union Wages

	Range	Median
New hires, no experience	\$7.00 – \$11.03	\$8.75
New hires, experienced	\$7.00 – \$12.00	\$10.00
3+ years with firm	\$7.00 – \$14.38	\$13.00

Other forms of compensation paid by a few employers include bonuses ranging from an additional \$.44 to \$.54 per hour. We are not including wages for employees of firms who do these duties for this occupation considerably less than 50% of the time.

#### Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	43%	0%	43%	0%
Dental Insurance:	29%	0%	43%	0%
Vision Insurance:	14%	0%	29%	0%
Life Insurance:	43%	0%	14%	0%
Paid Sick Leave:	57%	0%	0%	0%
Paid Vacation:	86%	0%	0%	0%
Retirement Plan:	14%	0%	43%	0%
Child Care:	0%	0%	0%	0%

#### Unionization

100% Non-Union

#### Hours

Almost all (81%) employees in this occupation work full time – 40 hours/week, weighted average while the temporary seasonal employees work 38 hours/week, weighted average.

#### Shifts

All employees (100%) work the day shift, while a few employees work extra hours during the wine-harvesting season.

### Employer Requirements

#### Minimum Level of Education Required

High School or Equivalent	71%
Associate Degree	14%
Bachelor Degree	14%

#### Job Required Training

Required	43%
Not Required	14%
Preferred	43%

Technical or vocational training is required by some (43%) employers and preferred by some (43%) employers with an average of 4 months in lab or chemistry science.

#### Training as a Substitute for Previous Work Experience

Yes	67%
No	33%

#### Experience Required

Required	14%
Not Required	14%
Preferred	71%

All Employers (100%) of responding employers accept experience in other occupations to meet their minimum requirement.

The employers who seek work experience require between three months and two years of previous work experience in a related field.

#### Skills Information

Attention to detail, flexibility, lab analysis skills, and organizational skills

Computer software skills sought by responding employers include word processing (71%), spreadsheet (100%), database (29%), and skills using computers such as AS/400s.

### Employment Trends

#### Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

The surveyed employers indicate that it is moderately difficult to find both inexperienced and fully experienced qualified applicants.

### Recruitment Methods

#### The three recruitment strategies most successfully used by employers include:

Newspaper Ads	71%
Employee Referrals	57%
Colleges/Universities	57%

#### Turnover

19%

#### Occupation Size

The information is not available for non-OES occupations.

#### Employee Profile

56% Female  
44% Male

#### Where the Jobs Are

SIC 2084 – Wineries

#### Projections

Growth Rate: The information is not available for non-OES occupations.

In the last 12 months, percentage of firms whose employment:

Declined	0%
Remained Stable	57%
Grew	43%

#### Source of Filled Vacancies:

Of the 10 positions filled in the past 12 months, 10% were hired to fill positions vacated by promoted individuals, 20% were hired to fill vacated positions, 50% were hired to fill new positions, and 20% were hired to fill temporary positions.

#### Next 24 Months:

Employment in this occupation is not expected to decline. Many employers (57%) stated that they expected employment in this occupation to remain stable, while many (43%) expect employment to grow.

### Other Relevant Information

#### Career Track

Almost all employers (86%) promote their employees to higher level positions such as Senior Lab Tech, Lab Manager, Cellar Master/Foreman, and Ecologist/Winemaker. In smaller firms it is not uncommon for owners/winemakers to do this job.

#### Skills Important for Career Advancement

Management skills, team oriented attitude, analytical skills, and experience

#### State Outlook

The information is not available for non-OES occupations.

#### Related DOT Codes

See Appendix A

## Laborers, Landscaping and Groundskeeping

OES 790410

16 Firms Responded  
164 Jobs Represented

### Job Description

Landscaping and Groundskeeping Laborers landscape and/or maintain grounds of property using hand or power tools or equipment. Laborers may work in nursery facility or at customer location. Workers typically perform a variety of tasks, which may include any combination of the following; sod laying, mowing, trimming, planting, watering, fertilizing, digging, raking, and sprinkler installation. Workers may help brick and stone masons.

#### Common Job Titles

Groundworker, Groundskeeper, and  
Landscape/Parks Maintenance

### Wages and Benefits

#### Non-Union Wages

	Range	Median
New hires, no experience	\$5.75 – \$7.00	\$6.25
New hires, experienced	\$6.00 – \$9.00	\$7.75
3+ years with firm	\$7.00 – \$14.00	\$10.00

#### Union Wages

	Range	Median
New hires, no experience	\$9.76 – \$10.94	\$10.35
New hires, experienced	\$10.25 – \$13.89	\$11.32
3+ years with firm	\$11.30 – \$15.53	\$12.81

#### Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	25%	0%	44%	6%
Dental Insurance:	19%	0%	25%	0%
Vision Insurance:	31%	0%	13%	0%
Life Insurance:	19%	0%	6%	0%
Paid Sick Leave:	44%	0%	6%	0%
Paid Vacation:	81%	0%	6%	0%
Retirement Plan:	19%	0%	25%	0%
Child Care:	0%	0%	0%	0%

Other benefits offered include free uniforms.

#### Unionization

75% Non-Union  
25% Union

#### Hours

Most (72%) employees in this occupation work full time – 40 hours/week, weighted average while part time employees (12%) work 27 hours/week, weighted average, temporary on call

employees (8%) work 40 hours/week weighted average, and temporary seasonal employees work 32 hours/week weighted average.

#### Shifts

Almost all employees work the day shift, while a few employees work swing shifts.

### Employer Requirements

#### Minimum Level of Education Required

Less Than High School	31%
High School or Equivalent	63%
Associate Degree	6%

#### Job Required Training

Required	6%
Not Required	69%
Preferred	25%

Technical or vocational training preferred by some (25%) responding employers includes an average of 9 months in irrigation technical work and landscaping courses.

#### Training as a Substitute for Previous Work Experience

Yes	45%
No	55%

#### Experience Required

Required	13%
Not Required	31%
Preferred	56%

Most (64%) of responding employers accept experience in other occupations to meet their minimum requirement.

The employers who seek work experience require three months to two years of previous work experience in a related field.

#### Skills Information

Ability to: work hard, do groundskeeping work well, work with others, show responsibility and dependability

New skills sought by employers were handling and operating maintenance equipment and working well with people.

Computer software skills were not sought by almost all employers, however a few noted that skills using designing software such as AutoCAD were useful.

Produced by Private Industry Council of San Luis Obispo County, Inc.

Occupational Outlook – San Luis Obispo County 1998 – 2000

# Laborers, Landscaping and Groundskeeping

Researched in 2000

## Employment Trends

### Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

The surveyed employers indicate that it is moderately difficult to find inexperienced applicants but it is not difficult to find fully experienced qualified applicants.

## Recruitment Methods

### The three recruitment strategies most successfully used by employers include:

Newspaper Ads	69%
Employee Referrals	75%
Walk-In Applicants	75%

### Turnover

15%

### Occupation Size

Very Large (1,380 – 1,560)

### Employee Profile

9% Female  
91% Male

### Where the Jobs Are

SIC 0781 Landscape Counseling and Planning  
SIC 0782 Lawn and Garden Services  
SIC 9512 Land, Mineral, Wildlife, and Forest Conservation

### Projections

Growth Rate: Average (13.0%)

In the last 12 months, percentage of firms whose employment:

Declined	0%
Remained Stable	56%
Grew	44%

### Source of Filled Vacancies:

Of the 65 positions filled in the past 12 months, 9% were hired to fill positions vacated by individuals who were promoted, 29% were hired to fill vacated positions, 26% were hired to fill new positions, and 35% were hired to fill temporary positions.

### Next 24 Months:

Employment in this occupation is not expected to decline. Half of the employers (50%) stated that they expected employment in this occupation to remain stable, while the other half (50%) expect employment to grow.

## Other Relevant Information

### Career Track

Almost all employers (94%) promote their employees to higher level positions such as Maintenance Crew Leader, Foreperson, Superintendent, Grounds Supervisor, and Area Manager.

### Skills Important for Career Advancement

Employers indicated that they were looking for problem solving skills, above average performance, good client interaction, and trouble shooting skills.

### State Outlook

Between 1998 and 2008, this occupation is expected to grow 32.1% while the total growth for all the occupations is expected to grow 23.6% during this period in California.

### Related DOT Codes

See Appendix A

# Laundry and Dry-Cleaning Machine Operators and Tenders – Except Pressing

OES 927260

15 Firms Responded  
77 Jobs Represented

## Job Description

Laundry and Dry-Cleaning Machine Operators and Tenders - except Pressing operate or tend washing or dry-cleaning machines to clean or dry-clean commercial, industrial, or household articles, such as suede, leather, and cloth garments, furs, blankets, draperies, fine linens, rugs, and carpets.

### Common Job Titles

Laundry Attendant, Laundry Assistant, and Laundry Worker

## Wages and Benefits

### Non-Union Wages

	Range	Median
New hires, no experience	\$5.75 – \$6.50	\$6.25
New hires, experienced	\$5.75 – \$9.00	\$6.50
3+ years with firm	\$6.25 – \$10.50	\$7.50

Other forms of compensation paid by a few employers comes in the form of commissions with a range of approximately \$1.15 per hour.

### Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	33%	0%	53%	7%
Dental Insurance:	13%	0%	33%	7%
Vision Insurance:	0%	0%	20%	0%
Life Insurance:	20%	0%	27%	0%
Paid Sick Leave:	47%	7%	0%	0%
Paid Vacation:	80%	13%	7%	0%
Retirement Plan:	13%	7%	20%	0%
Child Care:	0%	0%	0%	0%

Other benefits offered include free meals.

### Unionization

100% Non-Union

### Hours

Most employees in this occupation work full time – 39 hours/week, weighted average while the part time employees work 27 hours/week, weighted average, and seasonal employees work 40 hours/week, weighted average.

### Shifts

Almost all employees work the day shift, some employees work swing shifts, and a few work the graveyard shift.

## Employer Requirements

### Minimum Level of Education Required

Less Than High School	60%
High School or Equivalent	40%

### Job Required Training

Required	0%
Not Required	93%
Preferred	7%

Technical or vocational training preferred by few responding employers includes an average of 7 months in general vocational training.

### Training as a Substitute for Previous Work Experience

Yes	83%
No	17%

### Experience Required

Required	7%
Not Required	60%
Preferred	33%

Most (67%) of responding employers accept experience in other occupations to meet their minimum requirement.

The employers who seek work experience require three to twelve months of previous work experience in a related field.

### Skills Information

Employers indicate that they are looking for responsible individuals who are friendly and have good attention to detail.

New skills sought by a few employers were book-keeping, supervisory skills and bilingual language skills.

Computer software skills were not reported to be important by almost all employers. A few firms indicated that spreadsheet skills were desirable.

# Laundry and Dry-Cleaning Machine Operators and Tenders – Except Pressing

Researched in 2000

## Employment Trends

### Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

The surveyed employers indicate that it is very difficult to find fully experienced qualified applicants while it is only moderately difficult to find inexperienced applicants.

## Recruitment Methods

### The three recruitment strategies most successfully used by employers include:

Newspaper Ads	73%
Employee Referrals	73%
Walk-In Applicants	73%

### Turnover

25%

### Occupation Size

Small (80 – 90)

### Employee Profile

82% Female  
18% Male

### Where the Jobs Are

SIC 7011 Hotels and Motels  
SIC 7212 Agents for Laundries and Dry Cleaners  
SIC 7215 Coin-Operated Laundries and Dry Cleaning

### Projections

Growth Rate: Average (12.5%)

In the last 12 months, percentage of firms whose employment:

Declined	0%
Remained Stable	80%
Grew	20%

Source of Filled Vacancies:

Of the 23 positions filled in the past 12 months, 4% were hired to fill positions vacated by individuals who were promoted, 78% were hired to fill vacated positions, and 17% were hired to fill new positions.

Next 24 Months:

Employment in this occupation is not expected to decline. Almost all employers (80%) stated that they expected employment in this occupation to remain stable, while some (20%) expect employment to grow.

## Other Relevant Information

### Career Track

Most employers (87%) promote their employees to higher level positions such as Assistant Housekeeper, Supervisor, and Manager.

### Skills Important for Career Advancement

Team work, people skills, bilingual language skills, leadership and motivational skills

### State Outlook

Between 1998 and 2008, this occupation is expected to grow 20.4% while the total growth for all the occupations is expected to grow 23.6% during this period in California.

### Related DOT Codes

See Appendix A

## Legal Secretaries

OES 551020

15 Firms Responded  
43 Jobs Represented

### Job Description

Legal Secretaries prepare legal papers and correspondence of a legal nature, such as summonses, complaints, motions, and subpoenas. They must be familiar with legal terminology, procedures and documents, as well as legal research, and may review law journals and other legal publications to identify court decisions pertinent to pending cases and submit articles to company officials.

#### Common Job Titles

Legal Assistant

### Employment Trends

**Occupation Size:** Medium (140 – 160)

**Growth Rate:** Slower than average (14.3%)

#### Labor Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

Of the firms that employ inexperienced workers in this occupation, most indicate it is moderately difficult to find qualified applicants. Most responding employers indicate it is moderately difficult to find fully experienced, qualified applicants.

#### Local Outlook

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times, and applicants may find little competition in their job search.

Almost all (93%) respondents expect employment in this occupation to remain stable over the next three years.

#### Source of Filled Vacancies

Of the 12 positions filled in the past 12 months, 67% were hired to fill vacated positions, 17% were hired to fill temporary positions, 8% were hired due to promotions, and 8% were hired to fill new positions.

### Employer Requirements

#### Skills and Qualifications Reported as Very Important

Ability to: work under pressure, perform routine, repetitive work, learn continuously and work well independently and as part of a team; Skills in: English grammar and spelling, legible handwriting, verbal communication and speaking, reading and comprehension, and listening skills; Other: clean and neat appearance

**New Skills** sought by some (33%) responding employers include: legal terminology and local court rules, transcribing equipment, mail machine, legal research, document formatting, and service.

**Computer Software Skills** sought by all responding employers include word processing (100%), database (33%), and other (13%) such as legal research and legal forms software.

#### Skills Important for Career Advancement

People skills and Paralegal Certificate

#### Minimum Level of Education Required

High School or equivalent	93%
Associate degree	7%

#### Job Required Training

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
13%	40%	47%

Technical or vocational training sought by responding employers includes 6-12 months of legal office work.

#### Training Accepted in Lieu of Experience

<u>Yes</u>	<u>No</u>
13%	40%

#### Experience Required

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
53%	40%	7%

Responding employers that require or prefer prior work experience seek an average of 16 months.

Many (50%) responding employers accept experience in other occupations in meeting their minimum requirements.

## Wages and Benefits

### Non-Union Wages

	Range	Median
New hires, no experience	\$5.75 – \$11.99	\$7.50
New hires, experienced	\$8.00 – \$14.38	\$10.00
3+ years with firm	\$11.51 – \$16.78	\$12.70

### Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Paid Vacation	93%	7%	0%	0%
Medical Insurance	87%	7%	7%	0%
Paid Sick Leave	80%	7%	0%	0%
Retirement Plan	60%	0%	7%	0%
Life Insurance	40%	0%	7%	0%
Dental Insurance	30%	0%	7%	0%
Vision Insurance	27%	0%	7%	0%

### Hours

Most (67%) covered employees in this occupation work full time – 39 hours/week, weighted average, while some others (43%) work part-time – 16 hours/week, weighted average. Almost all employees work the day shift.

## Recruitment Strategies

### The three recruitment strategies most successfully used by employers include:

Newspaper Ads	87%
Employee Referrals	53%
Walk-In Applicants	33%

## Other Relevant Information

### Career Track

Most (67%) of the responding employers do not promote their Legal Secretaries.

### Employee Profile

98% Female  
100% Non-Union

### State Outlook

This occupation is considered to be one of the fifty occupations with the fastest job growth in California between 1990-2005. A growth rate of 55% is projected during this 15 year time period, with the addition of over 19,000 new jobs.

### Where the Jobs Are

Legal Services (SIC 8111) and Local Government (SIC 9131)

### Related DOT codes

See Appendix A

### California Occupational Guide Number

172

## Licensed Vocational Nurses

OES 325050

15 Firms Responded  
136 Jobs Represented

### Job Description

Licensed Vocational Nurses care for ill, injured, convalescent, and handicapped persons in hospitals, clinics, private homes, sanitariums, and similar institutions.

#### Common Job Titles

LVN and Charge Nurse

### Employment Trends

**Occupation Size:** Large (234 – 272)

**Growth Rate:** Average (16%)

#### Labor Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

Almost all firms that employ inexperienced workers indicate it is moderately difficult to find applicants. Of the firms that require prior work experience, most find it moderately difficult, or very difficulty to find qualified applicants, while many others report no difficulty.

#### Local Outlook

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times. Applicants may find little competition in their job search.

Most (73%) respondents expect employment in this occupation to remain stable over the next two years, while some (27%) expect it to grow.

#### Source of Filled Vacancies

Of the 18 positions filled in the past 12 months, 61% were hired to fill vacated positions, 22% were hired to fill temporary positions, and 17% were hired to new positions.

### Employer Requirements

#### Skills and Qualifications Reported as Very Important

Ability to: work well independently and to continually learn; Skills in: listening skills and verbal communication/speaking

**New Skills** sought by a few (13%) responding employers include education required to obtain a state license, bilingual skills, and safety training/OSHA knowledge.

**Computer Software Skills** sought by responding employers include word processing (20%), spreadsheet (13%), and medical software (7%).

#### Skills Important for Career Advancement

Computer, management, knowledge of budget practice, public relations and good communication

#### Minimum Level of Education Required

High School or equivalent	60%
Associate degree	40%

#### Job Required Training

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
93%	0%	7%

A state license is required for this occupation. Employers report that an average of 11 months of training is needed.

#### Training Accepted in Lieu of Experience

<u>Yes</u>	<u>No</u>
42%	58%

#### Experience Required

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
53%	27%	20%

Most responding employers require an average of 12 months prior work experience.

Some (27%) responding employers accept experience in other occupations in meeting their minimum requirements.

## Wages and Benefits

### Non-Union Wages

	Range	Median
New hires, no experience	\$11.00 – \$13.00	\$12.00
New hires, experienced	\$11.00 – \$15.00	\$13.50
3+ years with firm	\$12.50 – \$18.00	\$15.10

Union wages fall within these ranges as well.

Note: the wages above exclude “outliers,” wages that are significantly higher or lower than what is reported by almost all employers.

### Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Paid Sick Leave	67%	33%	13%	0%
Paid Vacation	60%	27%	20%	7%
Life Insurance	40%	13%	20%	7%
Retirement Plan	20%	7%	47%	20%
Medical Insurance	13%	0%	67%	27%
Dental Insurance	13%	6%	67%	27%
Vision Insurance	7%	0%	47%	13%

### Hours

Many (44%) covered employees in this occupation work full-time – 39 hours/week, weighted average. Some (23%) work 32 hours/week, weighted average. Some others (22%) work part-time – 21 hours/week, weighted average, and a few (11%) work temporary/on-call – 15 hours/week, weighted average.

Almost all responding employers have a day shift, many employ for the swing and/or graveyard shift, and some have evening and weekend hours.

## Recruitment Strategies

### The three recruitment strategies most successfully used by employers include:

Newspaper Ads	87%
Employee Referrals	67%
Walk-In Applicants	53%

## Other Relevant Information

### Career Track

Many (47%) of the responding employers promote their LVNs to positions such as LVN Scheduler and Bookkeeper.

### Employee Profile

85% Female  
87% Non-Union

### State Outlook

This occupation is expected to grow by approximately 25 % between 1993 - 2005, with an increase of 11,710 new positions and additional 12,620 openings created due to separations. Hospitals under pressure to lower costs are using LVNs in place of Registered Nurses. An increase in the aging population needing long-term care is also causing a demand for more LVNs.

### Where the Jobs Are

Skilled Nursing Care Facilities (SIC 8051), Offices and Clinics of Medical Doctors (SIC 8011), Nursing and Personal Care NEC (SIC 8059), Psychiatric Hospitals (SIC 8063), Local Government (SIC 9030), General Medical and Surgical Hospitals (SIC 8062), and Home Health Care Services (SIC 8062)

### Related DOT codes

DOT Code	DOT Title
079.374-014	Nurse, Licensed Practical

### California Occupational Guide Number

313

## Loan and Credit Clerks

OES 531210

17 Firms Responded  
97 Jobs Represented

### Job Description

Loan and Credit Clerks assemble documents, prepare papers, process applications, and complete transactions of individuals applying for loans and credit. Loan Clerks review loan papers to insure completeness; operate typewriters to prepare correspondence, reports, and loan documents from draft; and complete transactions between a loan establishment, borrowers, and sellers upon approval of loan. Credit Clerks interview applicants to obtain personal and financial data, determine credit worthiness, process applications, and notify customers of acceptance or rejection of credit. This category does not include Loan Interviewers.

#### Common Job Titles

Loan Processor, Loan Officer, Loan Clerk, and Loan Service Representative

### Wages and Benefits

#### Non-Union Wages

	Range	Median
New hires, no experience	\$6.47 – \$10.00	\$8.63
New hires, experienced	\$8.05 – \$14.38	\$10.88
3+ years with firm	\$9.21 – \$19.18	\$13.23

Other forms of compensation paid by a few employers include bonuses and incentives ranging from an additional \$.52 to \$4.24 per hour.

#### Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	35%	0%	47%	24%
Dental Insurance:	24%	0%	53%	24%
Vision Insurance:	18%	0%	53%	24%
Life Insurance:	35%	18%	35%	0%
Paid Sick Leave:	65%	12%	18%	0%
Paid Vacation:	82%	18%	12%	0%
Retirement Plan:	18%	6%	41%	6%
Child Care:	0%	0%	12%	0%

#### Unionization

100% Non-Union

#### Hours

Almost all (92%) employees in this occupation work full time – 41 hours/week, weighted

average while the part time employees work 26 hours/week, weighted average.

#### Shifts

All employees (100%) work the day shift.

### Employer Requirements

#### Minimum Level of Education Required

High School or Equivalent	88%
Associate Degree	0%
Bachelor Degree	12%

#### Job Required Training

Required	0%
Not Required	76%
Preferred	24%

Technical or vocational training preferred by some responding employers includes an average of 11 months in computer skills, and banking (such as loan processing knowledge, finance, and escrow).

#### Training as a Substitute for Previous Work Experience

Yes	75%
No	25%

#### Experience Required

Required	24%
Not Required	29%
Preferred	47%

Most (83%) of responding employers accept experience in other occupations to meet their minimum requirement.

The employers who seek work experience require one to four years of previous work experience in a related field.

#### Skills Information

Skills in: communication, customer service, computers, and accuracy

New skills sought by employers were analytical skills, understanding legal documents, interviewing skills, and loan software.

Computer software skills sought by responding employers include word processing (88%), spreadsheet (75%), database (25%), desktop publishing (6%), and other skills such as using the internet and banking software.

### Employment Trends

#### Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

The surveyed employers indicate that it is moderately difficult to find both inexperienced and fully experienced qualified applicants.

### Recruitment Methods

#### The three recruitment strategies most successfully used by employers include:

Newspaper Ads	71%
Employee Referrals	71%
In-House Promotion or Transfer	76%

#### Turnover

18%

#### Occupation Size

Small (60)

#### Employee Profile

90% Female

10% Male

#### Where the Jobs Are

SIC 6022 – State Commercial Banks

SIC 6061/6062 – Credit Unions

#### Projections

Growth Rate: Remain Stable (0.0%)

In the last 12 months, percentage of firms whose employment:

Declined	6%
Remained Stable	71%
Grew	24%

#### Source of Filled Vacancies:

Of the 24 positions filled in the past 12 months, 17% were hired to fill positions vacated by individuals who were promoted, 54% were hired to fill vacated positions, and 29% were hired to fill new positions.

#### Next 24 Months:

Employment in this occupation is not expected to decline. Most employers (71%) stated that they expected employment in this occupation to remain stable, while some (29%) expect employment to grow.

### Other Relevant Information

#### Career Track

Almost all employers (82%) promote their employees to higher level positions such as Branch Manager, Loan Officer, Specialist, and Supervisory positions.

#### Skills Important for Career Advancement

Excellent customer service, management skills, analytical skills, initiative, and the ability to do all the tasks associated with loan processing

#### State Outlook

Between 1998 and 2008, this occupation is expected to grow 10.1% while the total growth for all the occupations is expected to grow 23.6% during this period in California.

#### Related DOT Codes

See Appendix A

# Machinists

OES 891080

16 Firms Responded  
259 Jobs Represented

## Job Description

Machinists set up and operate machine tools and fit and assemble parts to make or repair metal parts, mechanisms, tools, or machines by applying their knowledge of mechanics, shop mathematics, metal properties, and layout machining procedures. They study specifications, such as blueprints, sketches, or descriptions of parts to be replaced, and they plan sequences of operations.

### Common Job Titles

Machinist, Operator, Machine Operator, Technician, and CNC Programmer/Operator

## Employment Trends

**Occupation Size:** Medium (234 – 272)

**Growth Rate:** Slower than average (10.5%)

### Labor Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

	<u>Not</u>	<u>A Little</u>	<u>Somewhat</u>	<u>Very</u>
Inexperienced:	14%	29%	50%	7%
Experienced:	0%	13%	31%	56%

### Local Outlook

Employer demand is somewhat greater than the supply of qualified candidates. Employers may have some difficulty finding qualified applicants at times.

Many (56%) respondents expect employment in this occupation to remain stable over the next three years, while many others (44%) expect this occupation to grow.

### Source of Filled Vacancies

Of the 84 employees hired in the last 12 months, 58% were hired to fill new, permanent positions and 38% were hired to fill vacated positions.

## Employer Requirements

### Skills and Qualifications Reported as Very Important

Shop math skills, possession of mechanical aptitude, ability to read blueprints, to operate power tools, to pay attention to detail, to work as part of a team, to implement safe work practices, to follow written instructions, and to lift 25 pounds repeatedly

**New Skills** sought by many (44%) responding employers include math and CNC machine programming and operation.

### Obsolete Skills

None reported

### Computer Software Skills

CAD/CAM and CNC software

### Skills and Qualifications Found to be in Short Supply

(A list compiled from those reported by some responding employers): CNC programming and operations, ability to pay attention to detail and not be distracted, leadership, and job longevity

### Education of Recent Hires

High School or equivalent	88%
Some college but no degree	13%

### Training Accepted in Lieu of Experience

<u>Never</u>	<u>Sometimes</u>	<u>Usually</u>	<u>Always</u>
0%	75%	25%	0%

### Experience Required

<u>Never</u>	<u>Sometimes</u>	<u>Usually</u>	<u>Always</u>
0%	25%	44%	31%

Most employers requiring experience seek 8 – 24 months. A few employers seek 3 – 6 months while a few others seek 3 – 5 years.

## Wages and Benefits

### Non-Union Wages

	Range	Median
New hires, no experience	\$6.00 – \$8.15	\$6.50
New hires, experienced	\$7.00 – \$12.00	\$10.00
3+ years with firm	\$8.50 – \$19.00	\$14.17

### Benefits

Almost all (94%) responding employers offer benefits as follows:

	FT	PT
Medical Insurance	87%	7%
Paid Vacation	87%	0%
Dental Insurance	60%	7%
Life Insurance	60%	7%
Retirement Plan	53%	0%
Vision Insurance	47%	0%
Paid Sick Leave	40%	0%

### Hours

Almost all (98%) employees in this occupation work full-time – 43 hours/week, weighted average.

## Recruitment Strategies

Newspaper Ads	88%
Employee Referrals	69%
Unsolicited Applicants	25%
In-House Promotion or Transfer	25%
Employment Development Dept.	19%
Private Employment Agencies	13%

## Other Relevant Information

### Career Track

Most (73%) responding employers promote their Machinists to a lead, supervisory, or management position.

### Employee Profile

94% Male (a non-traditional occupation for women)

100% Non-Union

### State Outlook

Slow growth is projected for Machinists jobs and new jobs for Tool Programmers are expected to decline as more firms use computer-aided (CAD) systems to write programs. Employment of CNC operators is expected to increase and good opportunities should exist for job seekers with the necessary high-tech skills.

### Where the Jobs Are

Gas and Other Services Combined (SIC 4932), Industrial Machinery NEC (SIC 3599), Industrial Valves (SIC 3491), etc.

### Related DOT codes

See Appendix A

### California Occupational Guide Number

9 and 2004D

## Maids and Housekeeping Cleaners

OES 670020

15 Firms Responded  
231 Jobs Represented

### Job Description

Maids and Housekeeping Cleaners perform any combination of tasks to maintain rooms in commercial establishments, such as hotels, restaurants and hospitals, in a clean and orderly condition. Their duties include making beds, replenishing linens, cleaning rooms and halls, and arranging furniture.

#### Common Job Titles

Housekeeper, Environmental Services Workers, Guest Room Attendants/Steward and Housecleaners

### Employment Trends

**Occupation Size:** Medium (234 – 272)

**Growth Rate:** Slower than average (10.5%)

#### Labor Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

	<u>Not</u>	<u>A Little</u>	<u>Somewhat</u>	<u>Very</u>
Inexperienced:	14%	50%	21%	14%
Experienced:	7%	60%	27%	7%

#### Local Outlook

Worker supply is somewhat greater than the supply for qualified applicants, and applicants may experience competition in job seeking.

Many (53%) respondents expect employment in this occupation to grow over the next three years, while many others (44%) expect employment to remain stable.

#### Source of Filled Vacancies

Of the 95 employees hired in the last 12 months, 67% were hired to fill vacated positions, 19% were hired to fill temporary positions, and 12% were hired to fill new, permanent positions.

### Employer Requirements

#### Skills and Qualifications Reported as Very Important

Ability to: use time effectively, to follow safe work practices, and to work independently and as part of a team

**New Skills** sought by a few (13%) responding employers include improved English skills, ability to interact with guests directly, and knowledge of OSHA requirements.

#### Obsolete Skills

None reported

#### Computer Software Skills

None reported

#### Skills and Qualifications Found to be in Short Supply

(A list compiled from those reported by some responding employers): competent or fluent English language skills, willingness to work, common sense, proper documentation (work visa, etc.), experience cleaning hospitals (desired for that industry)

#### Education of Recent Hires

Less than High School	33%
High School or equivalent	67%

#### Training Accepted in Lieu of Experience

<u>Never</u>	<u>Sometimes</u>	<u>Usually</u>	<u>Always</u>
7%	27%	47%	20%

#### Experience Required

<u>Never</u>	<u>Sometimes</u>	<u>Usually</u>	<u>Always</u>
20%	40%	33%	7%

Many employers seek 1 – 12 months previous work experience as a Housekeeper, Maid, or in Hospital Housekeeping. A few employers seek 24 months of experience.

# *Maids and Housekeeping Cleaners*

Researched in 1998

## Wages and Benefits

### Non-Union Wages

	Range	Median
New hires, no experience	\$5.75 – \$7.00	\$5.75
New hires, experienced	\$5.75 – \$8.00	\$6.00
3+ years with firm	\$6.00 – \$9.00	\$7.25

### Benefits

Almost all (94%) responding employers offer benefits as follows:

	FT	PT
Medical Insurance	100%	22%
Paid Vacation	89%	56%
Dental Insurance	67%	22%
Life Insurance	67%	22%
Paid Sick Leave	67%	56%
Retirement Plan	56%	22%
Vision Insurance	22%	22%
Child Care	11%	0%

Other benefits offered include hotel discounts, profit sharing, and dental plans (paid by employee).

### Hours

Most (61%) employees in this occupation work full-time – 32 to 38 hours/week, weighted average, and some (26%) work part-time – 25 hours/week, weighted average.

## Recruitment Strategies

Employee Referrals	73%
Newspaper Ads	67%
Unsolicited Applicants	47%
In-House Promotion or Transfer	27%
Employment Development Dept.	20%
Private Employment Agencies	13%
Public School Referrals	7%

## Other Relevant Information

### Career Track

Most (67%) responding employers promote their Maids to Assistant Head Housekeeper, Head Housekeeper, Supervisor, or Inspector.

### Employee Profile

84% Female  
100% Non-Union

### State Outlook

This occupation is expected to grow at an average pace (28%) between 1990-2005. As the economy recovers the hotel and motel industry should stabilize or grow, providing more opportunities. Many positions will also be available as people leave the occupation.

### Where the Jobs Are

Hotels and Motels (SIC 7011), Building Maintenance Services NEC (SIC 7349), General Medical and Surgical Hospitals (SIC 8062), Skilled Nursing Care Facilities (SIC 8051), etc.

### Related DOT codes

<u>DOT Code</u>	<u>DOT Title</u>
323.687-010	Cleaner, Hospital
323.687-014	Cleaner, Housekeeper
323.687-018	Housecleaner

**California Occupational Guide Number**  
551

## Managers, Personnel

NON-OES 166117999

15 Firms Responded  
20 Jobs Represented

### Job Description

Manager, Personnel plans and implements policies relating to all phases of personnel activity. Recruits, interviews, selects employees to fill vacant positions. Plans and conducts employee orientation. Keeps record of insurance coverage, pension plan, and personnel transactions. Conducts or may supervise: investigation of accidents and report preparation for insurance carrier; wage surveys, budget preparation of personnel operations. Writes separation notices and conducts exit interviews to determine reasons. Prepares reports and recommendations to reduce absenteeism and turnover. Represents company at personnel-related hearings and investigations. May: contract out to provide employee services; supervise clerical workers; administer pre-employment tests; keep records of employee characteristics for reporting purposes; negotiate collective bargaining agreement; or meet with shop stewards/supervisors to resolve grievances.

#### Common Job Titles

Human Resources Manager/Director

### Employment Trends

**Occupation Size:** Information not available

**Growth Rate:** Information not available

#### Labor Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

Most firms indicate it is moderately difficult to find fully experienced, qualified applicants. The few firms that employ inexperienced workers have no difficulty finding applicants.

#### Local Outlook

Employer demand is somewhat greater than the supply of fully experienced, qualified applicants. Employers may have some difficulty finding qualified applicants at times, and applicants may find little competition in their job search.

Most (73%) respondents expect employment in this occupation to remain stable over the next two years. Some (27%) expect growth.

### Source of Filled Vacancies

Of the 8 positions filled in the past 12 months, 63% were hired to fill new positions, 25% were hired due to promotions, and 13% were hired to fill vacated positions.

### Employer Requirements

#### Skills and Qualifications Reported as Very Important

Ability to: learn continually, work in a changing environment, and work well independently and as part of a team; Skills in: verbal communication and speaking, reading and comprehension, and listening

**New Skills** sought by many (40%) responding employers includes maintaining current legal knowledge related to employment and benefits.

**Computer Software Skills** sought by all responding employers include word processing (100%), spreadsheet (93%), database (71%), desktop publishing (29%), and other (7%).

#### Skills Important for Career Advancement

Continuing education, especially in employment law

#### Minimum Level of Education Required

Less than High School	7%
High School or equivalent	20%
Bachelor's degree	73%

#### Job Required Training

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
20%	67%	13%

Technical or vocational training sought by many responding employers has an average of 13 months of human resources coursework.

#### Training Accepted in Lieu of Experience

<u>Yes</u>	<u>No</u>
29%	71%

#### Experience Required

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
87%	7%	7%

Many (47%) responding employers indicated they require an average of 42 months prior work experience.

Most (64%) responding employers do not accept experience in other occupations in meeting their minimum requirements.

### Wages and Benefits

#### Non-Union Wages

	Range	Median
New hires, no experience	\$10.65 – \$10.65	\$10.65
New hires, experienced	\$10.00 – \$19.18	\$15.00
3+ years with firm	\$13.00 – \$23.97	\$19.18

#### Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Paid Vacation	87%	13%	13%	0%
Paid Sick Leave	73%	0%	20%	7%
Life Insurance	67%	0%	27%	7%
Medical Insurance	33%	0%	67%	13%
Dental Insurance	27%	0%	53%	7%
Retirement Plan	13%	0%	53%	13%
Vision Insurance	27%	0%	47%	13%
Other	13%	0%	0%	0%

Other benefits include long-term disability, food credits, business travel, and AD & D.

#### Hours

All covered employees in this occupation work full-time – 41 hours/week, weighted average.

Almost all firms have a day shift. A few have occasional evening and weekend hours.

### Recruitment Strategies

#### The three recruitment strategies most successfully used by employers include:

Newspaper Ads	80%
In-house Promotion or Transfer	40%
Employee Referrals	33%

### Other Relevant Information

#### Career Track

Most (53%) of the responding employers promote their Personnel Managers to a higher level management position.

#### Employee Profile

70% Female

100% Non-Union

#### State Outlook

Information not available

#### Where the Jobs Are

This occupation is found in a wide variety of industries such as manufacturing firms, department stores, and colleges and universities. Specific SIC data is not available.

#### Related DOT codes

none

#### California Occupational Guide Number

none

# Mechanical Engineer

OES 221350

16 Firms Responded  
64 Jobs Represented

## Job Description

Mechanical Engineers perform a variety of engineering work in the planning and designing of tools, engines, machines, and other mechanically functioning equipment; and oversee installation, operation, maintenance, and repair of such equipment, including centralized heat, gas, water, and steam systems. Please do not include Sales Engineers.

### Common Job Titles

Design Engineer and Manufacturing Engineer

## Employment Trends

**Occupation Size:** Small (41 – 56)

**Growth Rate:** Much faster than average (37%)

### Labor Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

Many firms indicate it is moderately difficult to find fully-experienced, qualified applicants, while some others indicate it is very difficult. No firms seek inexperienced applicants.

### Local Outlook

Employer demand is considerably greater than the supply of fully experienced, qualified applicants. Employers often cannot find qualified applicants when an opening exists. Applicants may find little or no competition in their job search.

Many (56%) respondents expect employment in this occupation to grow over the next two years, while many others (44%) expect it to remain stable.

### Source of Filled Vacancies

Of the 19 positions filled in the past 12 months, 79% were hired to fill new positions, 16% were hired due to promotions, and 5% were hired to fill vacated positions.

## Employer Requirements

### Skills and Qualifications Reported as Very Important

Ability to work well in a team as well as independently and to learn continually; Skills in reading and comprehension, listening skills, verbal communication/speaking, basic and advanced math, critical thinking, and mechanical aptitude

**New Skills** sought by a few (19%) responding employers include communication and hands-on aptitude.

**Computer Software Skills** sought by responding employers include engineering-related programs such as computer aided design (CAD) and Solidworks (75%), word processing (63%), spreadsheet (63%), and database (38%).

### Skills Important for Career Advancement

Mechanical aptitude, critical thinking, problem solving, communication, time management, customer focus, CAD, leadership, job knowledge, creativity, and judgment

### Minimum Level of Education Required

High School or equivalent	6%
Bachelor's degree	94%

### Job Required Training

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
53%	13%	33%

Many responding employers indicate they require a Bachelor's Degree, generally in Mechanical Engineering.

### Training Accepted in Lieu of Experience

<u>Yes</u>	<u>No</u>
19%	81%

### Experience Required

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
81%	19%	0%

Almost all responding employers require prior work experience averaging 42 months.

Many (47%) responding employers accept experience in other occupations, such as construction, in meeting their minimum requirements.

# Mechanical Engineer

Researched in 1999

## Wages and Benefits

### Non-Union Wages

	Range	Median
New hires, no experience	\$12.00 – \$21.58	\$15.00
New hires, experienced	\$12.00 – \$26.85	\$21.45
3+ years with firm	\$13.00 – \$34.52	\$23.44

### Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Paid Vacation	81%	19%	13%	0%
Paid Sick Leave	75%	25%	13%	0%
Life Insurance	56%	13%	13%	0%
Medical Insurance	25%	6%	63%	6%
Retirement Plan	25%	6%	31%	0%
Vision Insurance	19%	6%	44%	0%
Dental Insurance	13%	6%	56%	6%

### Hours

Almost all (98%) covered employees in this occupation work full-time – 42 hours/week, weighted average. A few employees (2%) work part-time – 20 hours/week, weighted average.

All employers have a day shift and a few offer a four, 10 hour day shift per week.

## Recruitment Strategies

### The three recruitment strategies most successfully used by employers include:

Newspaper Ads	75%
Employee Referrals	75%
Colleges and Universities	50%

## Other Relevant Information

### Career Track

Many (50%) of the responding employers promote their Mechanical Engineers to positions such as Project Engineer and Senior/Chief Mechanical Engineer.

### Employee Profile

91% Male (this is a non-traditional occupation for women.)

100% Non-Union

### State Outlook

This occupation is expected to grow by approximately 31% between 1993 – 2005, with an increase of 7,420 new positions and additional 7,740 openings created due to separations.

### Where the Jobs Are

This occupation is found in a variety of industries such as Engineering Services (SIC 8711), Special Industrial Machinery (SIC 3559), Oil and Gas Field Machinery (SIC 3599), Plastic Products, NEC (SIC 3089), and others

### Related DOT codes

See Appendix A

### California Occupational Guide Number

5

## Medical Assistants

OES 660050

15 Firms Responded  
156 Jobs Represented

### Job Description

Medical Assistants perform various duties under the direction of physicians in the examination and treatment of patients. They prepare treatment rooms, inventory supplies and instruments, and set up patients for attention of physician, handing instruments and materials to physician as directed. They may schedule appointments, keep medical records, or perform other clerical duties.

#### Common Job Titles

Ophthalmic Assistant and Back Office  
(Medical Assistant)

### Employment Trends

**Occupation Size:** Medium to Large (212 – 275)

**Growth Rate:** Much faster than average (30%)

#### Labor Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

Most firms indicate it is moderately difficult to find either fully-experienced or inexperienced applicants.

#### Local Outlook

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times, and applicants may find little competition in their job search.

Many (53%) respondents expect employment in this occupation to remain stable over the next two years, while many others (47%) expect it to grow.

#### Source of Filled Vacancies

Of the 54 positions filled in the past 12 months, 76% were hired to fill vacated positions, 17% were hired to fill new positions, and 7% were hired due to promotions.

### Employer Requirements

#### Skills and Qualifications Reported as Very Important

Ability to: work well independently and as part of a team, work in a changing environment, learn continually, and work under pressure; Skills in: legible handwriting, reading and comprehension, listening, and verbal communication and speaking; Other: willingness to work overtime, trained in first aid and CPR, service oriented, and clean and neat appearance

**New Skills** sought by many (47%) responding employers include computer, front-office skills, communication, customer service, ophthalmic equipment (for that industry), X-Ray Tech, and use of ECG treadmills and event monitors.

**Computer Software Skills** sought by responding employers include word processing (40%), database (33%), and other (47%) such as medical office (billing and records) programs.

#### Skills and Qualifications Important for Career Advancement

Computer (continuous learning), management, budget, front-office procedure, full knowledge of Medical Assistant duties, flexibility, hard work and dedication, and full knowledge of equipment

#### Minimum Level of Education Required

Less than High School	7%
High School or equivalent	93%

#### Job Required Training

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
29%	50%	21%

Technical or vocational training sought by most responding employers includes an average of 8 months in medical assisting.

#### Training Accepted in Lieu of Experience

<u>Yes</u>	<u>No</u>
64%	36%

#### Experience Required

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
40%	53%	7%

Some responding employers require an average of 11 months prior work experience.

Most (69%) responding employers accept experience in other occupations such as medical receptionist in meeting their minimum requirements.

## Wages and Benefits

### Non-Union Wages

	Range	Median
New hires, no experience	\$5.75 – \$8.50	\$7.75
New hires, experienced	\$7.00 – \$10.00	\$8.50
3+ years with firm	\$9.00 – \$12.00	\$10.00

Note: the wages above exclude “outliers”: wages that are significantly higher or lower than what is reported by almost all employers.

### Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Paid Vacation	100%	47%	0%	0%
Paid Sick Leave	93%	40%	0%	0%
Medical Insurance	67%	7%	33%	13%
Retirement Plan	33%	7%	33%	13%
Life Insurance	33%	7%	0%	0%
Dental Insurance	13%	0%	33%	7%
Vision Insurance	13%	7%	0%	0%
Other	7%	0%	0%	0%

### Hours

Almost all covered employees in this occupation work full-time – 39 hours/week, weighted average. A few work part-time – 29 hours/week, weighted average, or temporary/on call – 8 hours/week, weighted average.

## Recruitment Strategies

### The three recruitment strategies most successfully used by employers include:

Newspaper Ads	80%
Employee Referrals	47%
Walk-in Applicants	47%

## Other Relevant Information

### Career Track

Most (53%) of the responding employers promote their Medical Assistants to a higher level supervisory position.

### Employee Profile

94% Female  
100% Non-Union

### State Outlook

The number of jobs for Medical Assistants is expected to grow more than twice as fast as the average for all jobs through 2005 because of expected growth in the health services industry. In fact, this is one of the fastest growing occupations in California.

### Where the Jobs Are

Offices and Clinics of Medical Doctors (SIC 8011) and General Medical and Surgical Hospitals (SIC 8062)

### Related DOT codes

<u>DOT Code</u>	<u>DOT Title</u>
079.362-010	Medical Assistant
079.364-010	Chiropractor Assistant
079.374-018	Podiatry Assistant
355.667-010	Morgue Attendant

### California Occupational Guide Number

513

## New Accounts Clerks

OES 531050

15 Firms Responded  
104 Jobs Represented

### Job Description

New Accounts Clerks interview persons desiring to open banking accounts. They explain banking services available to prospective customers, and assist them in preparing an application form.

#### Common Job Titles

Financial Service Representative, Member Services, Member Accounts Representative, and Customer Service Representative

### Wages and Benefits

#### Non-Union Wages

	Range	Median
New hires, no experience	\$7.00 – \$8.63	\$7.50
New hires, experienced	\$7.00 – \$11.99	\$10.55
3+ years with firm	\$8.00 – \$13.23	\$12.00

Other forms of compensation paid by a few employers include bonuses and incentives ranging from an additional \$.58 to \$1.73 per hour.

#### Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	47%	7%	53%	40%
Dental Insurance:	40%	7%	53%	40%
Life Insurance:	53%	13%	33%	20%
Paid Sick Leave:	73%	20%	20%	13%
Paid Vacation:	80%	27%	20%	13%
Retirement Plan:	33%	13%	47%	27%
Child Care:	0%	0%	0%	0%

Other benefits offered include long term disability.

#### Unionization

100% Non-Union

#### Hours

Almost all (88%) employees in this occupation work full time – 40 hours/week, weighted average while the part time employees work 28 hours/week, weighted average.

#### Shifts

Almost all employees work the day shift, while a few employees work swing shifts.

### Employer Requirements

#### Minimum Level of Education Required

High School or Equivalent 100%

#### Job Required Training

Required	0%
Not Required	73%
Preferred	27%

Technical or vocational training preferred by some (27%) responding employers includes an average of 11 months in general vocational training.

#### Training as a Substitute for Previous Work Experience

Yes	77%
No	23%

#### Experience Required

Required	40%
Not Required	13%
Preferred	47%

Almost all (83%) of responding employers accept experience in other occupations to meet their minimum requirement.

The employers who seek work experience require six months to two years of previous work experience in a related field.

#### Skills Information

Skills in: customer service, communication, professionalism, interpersonal skills and analytical skills

New skills sought by employers were knowledge about Individual Retirement Accounts (IRA), computer skills and sales.

Computer software skills sought by responding employers include word processing (91%), spreadsheet (36%), database (18%), desktop publishing (9%), and other banking software such as Premier and Deposit Pro.

### Employment Trends

#### Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

The surveyed employers indicate that it is moderately difficult to find both inexperienced and fully experienced qualified applicants.

### Recruitment Methods

#### The three recruitment strategies most successfully used by employers include:

Newspaper Ads	93%
Walk-In Applicants	53%
In-House Promotion or Transfer	93%

#### Turnover

20%

#### Occupation Size

Small to Medium (100 – 120)

#### Employee Profile

94% Female

6% Male

#### Where the Jobs Are

SIC 6022 – State Commercial Banks

SIC 6061/6062 – Credit Unions

#### Projections

Growth Rate: Much Faster than Average (20.0%)

In the last 12 months, percentage of firms whose employment:

Declined	0%
Remained Stable	67%
Grew	33%

#### Source of Filled Vacancies:

Of the 24 positions filled in the past 12 months, 25% were hired to fill positions vacated by individuals who were promoted, 63% were hired to fill vacated positions, and 13% were hired to fill new positions.

#### Next 24 Months:

Employment in this occupation is not expected to decline. Most employers (60%) stated that they expected employment in this occupation to remain stable, while many (40%) expect employment to grow.

### Other Relevant Information

#### Career Track

Almost all employers (93%) promote their employees to higher level positions such as Assistant Manager, Operations Manager, Member Services Supervisor, and Senior Teller.

#### Skills Important for Career Advancement

Good customer service, cross selling ability, ability to manage multiple tasks, leadership, efficiency and accuracy

#### State Outlook

Between 1998 and 2008, this occupation is expected to grow 18.1% while the total growth for all the occupations is expected to grow 23.6% during this period in California.

#### Related DOT Codes

See Appendix A

## Office Managers

NON-OES 169167998

16 Firms Responded  
23 Jobs Represented

### Job Description

Office Managers coordinate activities of clerical personnel in the organization; analyzes and organizes office operations and procedures, such as typing, filing, preparation of payroll, requisition of supplies, and other clerical services. Evaluates office production, revises procedures, or devises new forms to improve efficiency of workflow. Establishes uniform correspondence procedures and style practices. Coordinates activities of various clerical departments or workers within the department. Reviews clerical and personnel records to ensure completeness, accuracy, and timeliness. May prepare organizational budget and monthly financial reports. May hire, train, and supervise clerical staff. May compile, store, and retrieve managerial data, using computer.

**Common Job Titles**  
none

### Employment Trends

**Occupation Size:** Information not available

**Growth Rate:** Information not available

**Labor Supply & Demand Assessment**  
Degree of difficulty in finding qualified applicants:

Most firms indicate it is moderately difficult to find fully experienced, qualified applicants. Some find it very difficult. The few employers who hire inexperienced do not experience difficulty finding applicants.

**Local Outlook**  
Employer demand is somewhat greater than the supply of fully-experienced, qualified applicants. Employers may have some difficulty finding qualified applicants at times, and applicants may find little competition in their job search.

Most (75%) respondents expect employment in this occupation to remain stable over the next two years.

**Source of Filled Vacancies**  
Of the 10 positions filled in the past 12 months, 60% were hired to fill temporary positions, and 40% were hired to fill vacated positions.

### Employer Requirements

#### Skills and Qualifications Reported as Very Important

Ability to: work in a changing environment, work under pressure, and learn continually; Skills in: writing, listening, and verbal communication/speaking

**New Skills** sought by some (25%) responding employers include learning the in-house computer system, computer network management, staff motivational skills, flexibility/adapting to changing regulations, and 10 key machine.

**Computer Software Skills** sought by responding employers include word processing (69%), spreadsheet (63%), database (50%), desktop publishing (25%), and other such as accounting or industry specific software (13%).

#### Skills and Qualifications Important for Career Advancement

Communication, organization, interpersonal, accounting, and supervision

#### Minimum Level of Education Required

Less than High School	6%
High School or equivalent	88%
Associate degree	6%

#### Job Required Training

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
6%	25%	69%

Technical or vocational training sought by responding employers includes an average of 21 months in business school, bookkeeping/money management or computer.

#### Training Accepted in Lieu of Experience

<u>Yes</u>	<u>No</u>
38%	63%

#### Experience Required

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
81%	19%	0%

Almost all responding employers require an average of 30 months prior work experience.

Most (62%) responding employers accept experience in other occupations in meeting their minimum requirements.

## Wages and Benefits

### Non-Union Wages

	Range	Median
New hires, no experience	\$7.00 – \$12.96	\$9.78
New hires, experienced	\$8.00 – \$14.96	\$10.18
3+ years with firm	\$10.00 – \$17.95	\$13.00

### Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Paid Vacation	81%	13%	6%	0%
Paid Sick Leave	63%	0%	6%	0%
Medical Insurance	44%	13%	31%	0%
Retirement Plan	44%	6%	13%	0%
Life Insurance	38%	13%	6%	0%
Dental Insurance	25%	6%	19%	0%
Vision Insurance	19%	0%	13%	0%

### Hours

Most (65%) covered employees in this occupation work full-time – 41 hours/week, weighted average. Some (26%) work temporary – 35 hours/week, weighted average, and a few (9%) work part-time – 16 hours/week weighted average.

All employees work the day shift.

## Recruitment Strategies

### The three recruitment strategies most successfully used by employers include:

Newspaper Ads	86%
In-house Promotion or Transfer	64%
Employee Referrals	57%

## Other Relevant Information

### Career Track

Most (50%) of the responding employers promote their Office Managers to a higher level management position.

### Employee Profile

91% Female  
100% Non-Union

### State Outlook

Information not available

### Where the Jobs Are

This occupation is found in a wide variety of industries such as manufacturing firms, department stores, and colleges and universities. Specific SIC data is not available.

### Related DOT codes

none

### California Occupational Guide Number

none

## Personnel Clerks – Except Payroll and Timekeeping

OES 553140

16 Firms Responded  
202 Jobs Represented

### Job Description

Personnel Clerks, Except Payroll and Timekeeping, compile and keep personnel records. They record data for each employee, such as address, weekly earnings, absences, amount of sales or production, supervisory reports on ability, and on the date of and reason for termination. They also compile and type reports from employment records, file employment records, and search employee files and furnish information to authorized persons. Please do not include workers whose primary responsibilities are to compute and post payroll or timekeeping records.

#### Common Job Titles

Personnel Services Specialist, Personnel Consultant, Personnel Tech., Personnel Assistant, and Human Resources Assistant

### Employment Trends

**Occupation Size:** Small (50 – 50)

**Growth Rate:** Remain stable (0%)

#### Labor Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

	<u>Not</u>	<u>A Little</u>	<u>Somewhat</u>	<u>Very</u>
Inexperienced:	10%	40%	50%	0%
Experienced:	7%	20%	53%	20%

#### Local Outlook

Employer demand is somewhat greater than the supply of experienced, qualified applicants. Employers may have some difficulty finding qualified applicants at times. For qualified applicants without experience, worker supply is somewhat larger than demand for qualified applicants, and applicants may experience competition in job seeking.

Most (73%) respondents expect employment in this occupation to remain stable over the next three years, while some (20%) project growth.

#### Source of Filled Vacancies

Of the 10 employees hired in the last 12 months, 50% were hired to fill new, permanent positions, 40% were hired to fill vacated positions, and 10% were hired due to promotions.

### Employer Requirements

#### Skills and Qualifications Reported as Very Important

Organizational skills, interpersonal skills, good/independent judgment, ability to organize and maintain files, to write effectively, to type at least 45 wpm, to work independently, and to read and follow written and verbal instructions

**New Skills** sought by responding employers include: computer skills such as general increased proficiency, desktop publishing, Internet search, fast typing ability, and ability to communicate system needs to Computer Programmers.

**Obsolete Skills** include use of typewriters and adding machines.

**Computer Software Skills** sought by responding employers include: word processing (86%), database (79%), spreadsheet (64%), desktop publishing (36%), other programs such as e-mail, networks, employee recruitment and tracking software, Publisher, and time management software (36%).

#### Skills and Qualifications Found to be in Short Supply

(A list compiled from those reported by responding employers): human resources background, interpersonal skills, professional presence, and knowledge of State Controller codes

#### Education of Recent Hires

High School or equivalent	20%
Some college but no degree	53%
Associate degree	7%
Bachelor's degree	20%

#### Training Accepted in Lieu of Experience

<u>Never</u>	<u>Sometimes</u>	<u>Usually</u>	<u>Always</u>
13%	67%	20%	0%

Some employers seek training in computer, typing, office practices and procedures, and/or human resources.

## Personnel Clerks – Except Payroll and Timekeeping

Researched in 1998

### Experience Required

<u>Never</u>	<u>Sometimes</u>	<u>Usually</u>	<u>Always</u>
0%	13%	53%	33%

Most employers seek between 12-24 months experience in human resources, personnel and clerical-related jobs. A few seek four or five years of experience.

### Wages and Benefits

#### Non-Union Wages

	Range	Median
New hires, no experience	\$8.32 – \$14.42	\$10.28
New hires, experienced	\$9.98 – \$15.68	\$10.97
3+ years with firm	\$11.00 – \$17.41	\$13.61

A few employers pay less for new employees with or without experience.

#### Union Wages

	Range	Median
New hires, no experience	\$11.12 – \$12.98	\$12.05
New hires, experienced	\$11.12 – \$14.37	\$13.53
3+ years with firm	\$13.24 – \$15.16	\$14.68

#### Benefits

Most (78%) responding employers offer benefits as follows:

	FT	PT
Medical Insurance	100%	33%
Dental Insurance	93%	33%
Paid Vacation	93%	27%
Paid Sick Leave	93%	27%
Retirement Plan	93%	20%
Vision Insurance	73%	20%
Life Insurance	73%	7%

#### Hours

Almost all (86%) employees in this occupation work full-time – 40 hours/week, weighted average. A few (12%) work part-time – 22 hours/week, weighted average.

### Recruitment Strategies

Newspaper Ads	73%
In-House Promotion or Transfer	60%
Employee Referrals	33%
Employment Development Dept.	33%
Other	20%
Private Employment Agencies	13%
Unsolicited Applicants	13%
Private School Referrals:	7%

Other strategies include periodicals, job line, Internet and departmental advertising.

### Other Relevant Information

#### Career Track

Almost all (93%) employers promote their Personnel Clerk – Except Payroll and Timekeeping to positions such as Personnel Analyst, Manager, and Senior Human Resources Assistant.

#### Employee Profile

98% Female  
80% Non-Union

#### State Outlook

Information not available

#### Where the Jobs Are

State Government (SIC 9020), Local Government (SIC 9030), Gas and Other Services Combined (SIC 4932), General Medical and Surgical Hospital (SIC 8062), etc.

#### Related DOT codes

See Appendix A

#### California Occupational Guide Number

none

## Pharmacy Technicians

OES 325180

16 Firms Responded  
59 Jobs Represented

### Job Description

Pharmacy Technicians fill orders for unit doses and prepackaged pharmaceuticals and perform other related duties under the supervision and direction of a pharmacy supervisor or staff pharmacist. Their duties include keeping records of drugs delivered to the pharmacy, storing incoming merchandise in proper locations, and informing the supervisor of stock needs and shortages. They may clean equipment used in the performance of duties and assist in the care and maintenance of equipment and supplies.

#### Common Job Titles

Pharmacy Technician and Pharmacy Assistants

### Employment Trends

**Occupation Size:** Small (70 – 70)

**Growth Rate:** Remain stable (0%)

#### Labor Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

	<u>Not</u>	<u>A Little</u>	<u>Somewhat</u>	<u>Very</u>
Inexperienced:	17%	33%	25%	25%
Experienced:	6%	25%	50%	19%

#### Local Outlook

Employer demand is somewhat greater than the supply of qualified applicants, both with and without experience. Employers may have some difficulty finding qualified applicants at times.

Most (75%) respondents expect employment in this occupation to grow over the next three years, while some (25%) expect employment to remain stable.

#### Source of Filled Vacancies

Of the 18 employees hired in the last 12 months, 78% were hired to fill vacated positions and 22% were hired to fill new, permanent positions.

### Employer Requirements

#### Skills and Qualifications Reported as Very Important

Understanding of pharmaceutical terms, knowledge of medical terminology, knowledge of drug chemistry, ability to work under pressure, ability to work as part of a team, telephone skills, and verbal communication skills

**New Skills** sought by responding employers include computer skills including computerized medical billing, sterile and unsterile compounding specialty, increased drug knowledge, and math.

**Obsolete Skills** reported by some employers include typewriter, insurance billing knowledge, and clerical skills.

#### Computer Software Skills

Word processing (62%), database (54%), other software such as pharmacy software, QS-1, Internet, and e-mail (38%), and spreadsheet (15%)

#### Skills and Qualifications Found to be in Short Supply

(Reported by a few responding employers): sufficient certification and experience

#### Education of Recent Hires

High School or equivalent	56%
Some college but no degree	44%

#### Training Accepted in Lieu of Experience

<u>Never</u>	<u>Sometimes</u>	<u>Usually</u>	<u>Always</u>
13%	75%	6%	6%

This occupation requires certification by the State Pharmacy Board.

#### Experience Required

<u>Never</u>	<u>Sometimes</u>	<u>Usually</u>	<u>Always</u>
0%	19%	50%	31%

Responding employers requiring work experience prefer 6 – 24 months pharmacy experience.

## Wages and Benefits

### Non-Union Wages

	Range	Median
New hires, no experience	\$7.00 – \$10.17	\$7.50
New hires, experienced	\$8.00 – \$11.00	\$9.00
3+ years with firm	\$10.00 – \$13.00	\$11.00

### Union Wages

	Range	Median
New hires, no experience	\$6.00 – \$11.73	\$7.00
New hires, experienced	\$7.00 – \$11.73	\$8.00
3+ years with firm	\$12.00 – \$14.38	\$12.96

### Benefits

Most (78%) responding employers offer benefits as follows:

	FT	PT
Paid Vacation	88%	38%
Medical Insurance	81%	19%
Paid Sick Leave	75%	38%
Dental Insurance	63%	13%
Retirement Plan	63%	25%
Vision Insurance	56%	13%
Life Insurance	38%	6%
Child Care	6%	0%

### Hours

Most (71%) employees in this occupation work full-time – 40 hours/week, weighted average. Some (25%) employees work part-time – 24 hours/week, weighted average.

## Recruitment Strategies

Newspaper Ads	75%
In-House Promotion or Transfer	56%
Employee Referrals	50%
Unsolicited Applicants	25%
Employment Development Dept.	19%
Public School Referrals	13%
Other	13%
Private School Referrals	6%

Other strategies include referrals from other pharmacies, local hospitals, and the Pharmacy Board.

## Other Relevant Information

### Career Track

Most (63%) employers do not promote their Pharmacy Technicians. Many (38%) employers promote to a higher level in the Pharmacy Tech series, or to Lead Pharmacy Tech.

### Employee Profile

85% Female  
75% Non-Union

### State Outlook

This occupation is expected to grow almost as fast as the average for all occupations through 2005. The increased needs of a larger, older population, as well as scientific advances leading to more drug products on the market, will create a demand for this occupation. Opportunities will be best in outlying geographic areas.

### Where the Jobs Are

Medical and Hospital Equipment (SIC 5047), and Drug Stores and Proprietary Stores (SIC 5912)

### Related DOT codes

<u>DOT Code</u>	<u>DOT Title</u>
074.382-010	Pharmacy Technician

### California Occupational Guide Number

456

# Production Inspectors, Testers, Graders, Sorters, Samplers, and Weighers

OES 830050

17 Firms Responded  
67 Jobs Represented

## Job Description

Production Inspectors, Testers, Graders, Sorters, Samplers, and Weighers inspect, test, grade, sort, sample, or weigh non-agricultural raw materials or processed, machined, fabricated or assembled parts or products. Work may be performed before, during, or after processing.

### Common Job Titles

Inspector, Quality Control Inspector or Technician, and Quality Assurance Inspector or Technician

## Employment Trends

**Occupation Size:** Small (100 – 110)

**Growth Rate:** Slower than average (10%)

### Labor Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

	<u>Not</u>	<u>A Little</u>	<u>Somewhat</u>	<u>Very</u>
Inexperienced:	29%	43%	21%	7%
Experienced:	19%	31%	25%	25%

### Local Outlook

Employer demand is somewhat greater than the supply of qualified, experienced applicants. Employers may have some difficulty finding these applicants, at times.

Most (69%) respondents, employing a majority of Production, Planning, and Expediting Clerks, expect employment to remain stable over the next three years. Some responding employers (38%) expect growth due to expansion of products and increased sales.

### Source of Filled Vacancies

Of the 24 employees hired in the last 12 months, 46% were hired to fill new, permanent positions, 42% were hired to fill vacated positions, and 13% were hired due to promotions.

## Employer Requirements

### Skills and Qualifications Reported as Very Important

Good vision, verbal communication skills, ability to meet deadlines, and ability to pay attention to detail

**New Skills** identified by responding employers include: precision measuring with tools, computer skills, environmental issues (related to the industry), and technical equipment use.

**Obsolete Skills:** None reported

**Computer Skills** sought by responding employers include word processing (78%), database (78%), spreadsheet (78%), other programs such as manufacturing software, MAPICS, Oracle, and the CA recycling redemption program (44%), and desktop publishing (11%).

### Skills and Qualifications Found to be in Short Supply

(A list compiled from those reported by some responding employers): technical writing, experience in a manufacturing industry, teamwork, drive, dealing with stress, industry knowledge, and basic work ethic

### Education of Recent Hires

High School or equivalent	71%
Some college but no degree	18%
Associate degree	6%
Bachelor's degree	6%

### Training Accepted in Lieu of Experience

<u>Never</u>	<u>Sometimes</u>	<u>Usually</u>	<u>Always</u>
6%	47%	47%	0%

A few employers require an associate degree in Electronics or training in forklift operation and working with instruments.

### Experience Required

<u>Never</u>	<u>Sometimes</u>	<u>Usually</u>	<u>Always</u>
6%	29%	35%	29%

Most employers require or prefer 6 – 24 months experience in Quality Assurance, Tester, or Inspector positions. Other experience can be in production, assembly, receiving, machine operation, etc.

# Production Inspectors, Testers, Graders, Sorters, Samplers, and Weighers

Researched in 1998

## Wages and Benefits

### Non-Union Wages

	Range	Median
New hires, no experience	\$5.75 – \$10.00	\$7.00
New hires, experienced	\$5.75 – \$15.00	\$8.18
3+ years with firm	\$7.00 – \$16.50	\$10.00

### Benefits

Almost all responding employers (94%) offer benefits to primarily full-time employees as follows:

	FT	PT
Paid Vacation	94%	6%
Medical Insurance	88%	6%
Life Insurance	75%	6%
Dental Insurance	63%	6%
Retirement Plan	63%	6%
Paid Sick Leave	50%	6%
Vision Insurance	50%	0%
Child Care	6%	0%

Other benefits offered include 401K, cafeteria plan, tuition reimbursement, computer loans, employee-paid dental and life insurance.

### Hours

Almost all (85%) employees in this occupation work full-time – 40 hours/week, weighted average.

## Recruitment Strategies

In-House Promotion or Transfer:	71%
Newspaper Ads:	65%
Employee Referrals:	65%
Employment Development Dept.:	24%
Unsolicited Applicants:	18%
Private Employment Agencies:	12%
Public School Referrals:	6%
Customers Who Know the Product:	6%

## Other Relevant Information

### Career Track

Most (71%) responding employers promote their Production Inspectors, Testers, Graders, Sorters, Samplers, and Weighers to positions such as Quality Manager, Quality Tech, and Manufacturing Supervisor.

### Employee Profile

63% Female  
100% Non-Union

### State Outlook

Information not available.

### Where the Jobs Are

Women's and Misses Outerwear NEC (SIC 2339), Glass Containers (SIC 3221), Commercial Printing, Lithograph, (SIC 2752), Plastics Products NEC (SIC 3089), Employment Agencies (SIC 7361), Electrical Industrial Apparatus NEC (SIC 3629), and Musical Instruments (SIC 3931)

### Related DOT codes

The list is extensive. Please contact the PIC for a list.

### California Occupational Guide Number

none

## Receptionists and Information Clerks

OES 553050

19 Firms Responded  
91 Jobs Represented

### Job Description

Receptionists and Information Clerks answer inquiries and obtain information for the general public (customers, visitors, and other interested parties) concerning activities conducted at an establishment, such as the location of offices or persons within the firm, departments within the store, or services within the hotel. They may perform a variety of other clerical duties. Please do not include Receptionists who primarily operate switchboards.

#### Common Job Titles

Administrative Support Analyst, Information Specialist, and Medical Receptionist/Front Office

### Employment Trends

**Occupation Size:** Very Large (900 – 1,050)

**Growth Rate:** Average (16.7%)

#### Labor Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

Most firms indicate it is moderately difficult to find fully experienced, qualified applicants. All firms that hire inexperienced workers also report moderate difficulty in finding qualified applicants.

#### Local Outlook

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times, and applicants may find little competition in their job search.

All respondents expect employment in this occupation to remain stable over the next two years.

#### Source of Filled Vacancies

Of the 38 positions filled in the past 12 months, 45% were hired to fill vacated positions, 26% were hired to fill new positions, 16% were hired to fill temporary positions, and 13% were hired due to promotions.

### Employer Requirements

#### Skills and Qualifications Reported as Very Important

Ability to: work effectively on a team as well as independently, work under pressure, work in a changing environment, and learn continuously; Skills in: English grammar and spelling, legible hand writing, reading and comprehension, listening, verbal communication and speaking, and service orientation

**New Skills** sought by many (42%) responding employers include personality, medical terminology and good knowledge of medical insurance (for that industry), and ability to triage.

**Computer Software Skills** sought by almost all responding employers include word processing (83%), spreadsheet (50%), database (33%), desktop publishing (11%), and other such as medical office software and use of networks (22%).

#### Skills Important for Career Advancement

Computer skills, multi-tasking, knowledge of policies and procedures, interpersonal skills, organization, knowledge of the community, decision-making, managerial skills, and continuing education

#### Minimum Level of Education Required

High School or equivalent 100%

#### Job Required Training

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
26%	11%	63%

Technical or vocational training sought by responding employers includes 6 – 12 months of computer, medical assistant, or business school training.

#### Training Accepted in Lieu of Experience

<u>Yes</u>	<u>No</u>
61%	39%

Employers accept an average of 4 months training to substitute for work experience.

# Receptionists and Information Clerks

Researched in 1999

## Experience Required

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
58%	37%	5%

Almost all responding employers require an average of 11 months prior work experience.

Most (65%) responding employers accept experience in other occupations such as clerical, customer service or medical office positions, in meeting their minimum requirements.

## Wages and Benefits

### Non-Union Wages

	Range	Median
New hires, no experience	\$5.75 – \$8.00	\$7.00
New hires, experienced	\$6.50 – \$9.00	\$8.00
3+ years with firm	\$7.00 – \$12.00	\$10.00

### Union Wages

	Range	Median
New hires, experienced	\$10.32	\$10.32
3+ years with firm	\$12.08	\$12.08

### Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Paid Vacation	84%	32%	0%	0%
Paid Sick Leave	79%	32%	0%	0%
Medical Insurance	63%	11%	5%	0%
Retirement Plan	42%	11%	16%	5%
Life Insurance	42%	0%	0%	0%
Dental Insurance	26%	5%	11%	5%
Vision Insurance	21%	5%	0%	0%

A few employers also offer Child Care, Cafeteria Plan, and "Well Pay."

### Hours

Many (59%) covered employees in this occupation work full-time – 40 hours/week, weighted average. Some (20%) work part-time – 22 hours/week, weighted average. A few (14%) work temporary/on-call – 20 hours/week, weighted average, or on a seasonal basis (7%). All employers have a day shift and a few have a swing shift.

## Recruitment Strategies

### The three recruitment strategies most successfully used by employers include:

Newspaper Ads	84%
Employee Referrals	63%
In-house Promotion or Transfer	21%

## Other Relevant Information

### Career Track

Most (68%) of the responding employers promote their Receptionists and Information Clerks to a variety of positions such as Administrative Support Assistant or Coordinator, Manager or Supervisor, and Back Office Medical Assistant.

### Employee Profile

99% Female  
95% Non-Union

### State Outlook

Employment in this occupation is expected to grow faster than average for all occupations, at a rate of 46% between 1993-2005. There will be an estimated 57,000 new positions added plus an additional 35,260 openings due to separations by 2005.

### Where the Jobs Are

This occupation is found in a wide variety of industries such as Offices and Clinics of Medical Doctors and Clinics (SIC 8011) and Dentists (SIC 8021), Colleges and Universities (SIC 8221), Local Government (SIC 9030), General Medical and Surgical Hospitals, etc.

### Related DOT codes

See Appendix A

### California Occupational Guide Number

21

## Recreation Workers

OES 273110

16 Firms Responded  
202 Jobs Represented

### Job Description

Recreation Workers conduct recreation activities with groups in public, private, or volunteer agencies or recreation facilities. They consider the needs and interests of individual members and organize and promote activities, such as arts and crafts, sports, games, music, dramatics, social recreation, camping, and hobbies.

#### Common Job Titles

Kids Gym Leader, Summer Adventures Counselor, Recreation Supervisor/Leader, Recreation Staff, Residential Services Advisor, Rehabilitation Specialists, and Activities Director

### Employment Trends

**Occupation Size:** Small (80 – 100)

**Growth Rate:** Much faster than average (25%)

#### Labor Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

	<u>Not</u>	<u>A Little</u>	<u>Somewhat</u>	<u>Very</u>
Inexperienced:	14%	43%	36%	7%
Experienced:	6%	56%	38%	0%

#### Local Outlook

Worker supply is somewhat larger than demand for qualified applicants, and applicants may experience competition in job seeking.

Most (69%) respondents expect employment in this occupation to remain stable over the next three years. Some (31%) responding employers expect growth.

#### Source of Filled Vacancies

Of the 86 employees hired in the last twelve months, 52% were hired to fill temporary positions, 28% were hired to fill vacated positions, 10% were hired due to promotions, and 9% were hired to fill new, permanent positions.

### Employer Requirements

#### Skills and Qualifications Reported as Very Important

Possession of a valid driver's license, record keeping skills, ability to learn customers' needs, to deal effectively with difficult individuals, to work as part of a team, willingness to work part-time, understanding of a variety of cultures, oral communication skills, compassion, patience, and ability to work with elderly people with memory loss, ability to work with youth, maturity, responsibility, enthusiasm, and initiative

**New Skills** sought by a few (13%) responding employers include non-aversive approach to behavior management and experience with Alzheimer's patients.

**Obsolete Skills** reported by a few (6%) responding employers is an aversive approach to behavior management.

**Computer Software Skills** sought by many responding employers include word processing (100%), spreadsheet (29%), and database (14%).

#### Skills and Qualifications Found to be in Short Supply

(A list compiled from those reported by a few responding employers): management skills, interpersonal skills, writing skills, people with a Class B driver's license, CPR, and Lifeguard Certification

#### Education of Recent Hires

Less than High School	13%
High School or equivalent	25%
Some college but no degree	44%
Associate degree	6%
Bachelor's degree	13%

#### Training Accepted in Lieu of Experience

<u>Never</u>	<u>Sometimes</u>	<u>Usually</u>	<u>Always</u>
6%	38%	44%	13%

Many (56%) require training in CPR and first-aid, Early Childhood Education (6 units), supervision, and/or to acquire a bus driver's license. A few employers seek a bachelor's degree.

## Recreation Workers

Researched in 1998

### Experience Required

<u>Never</u>	<u>Sometimes</u>	<u>Usually</u>	<u>Always</u>
13%	38%	31%	19%

Most responding employers seek between 1-24 months previous work experience in recreation, childcare, coaching or teaching, as a Residential Counselor, Activities Assistant or Director, etc.

### Wages and Benefits

#### All Wages

	Range	Median
New hires, no experience	\$5.75 – \$8.50	\$6.50
New hires, experienced	\$5.75 – \$10.00	\$6.50
3+ years with firm	\$6.00 – \$11.00	\$8.50

#### Benefits

All responding employers offer benefits as follows:

	FT	PT
Paid Vacation	83%	42%
Medical Insurance	75%	8%
Dental Insurance	75%	8%
Paid Sick Leave	58%	42%
Vision Insurance	50%	8%
Life Insurance	50%	8%
Retirement Plan	33%	8%
Child Care	0%	8%

Other full-time benefits include hotel discounts and bereavement pay.

#### Hours

Many (44%) employees in this occupation work part-time – 22 hours/week, weighted average. Some (22%) work full-time – 32 to 40 hours/week, or on a seasonal basis – 24 hours/week, weighted average. A few (14%) work on a temporary basis – 11 hours/week, weighted average.

### Recruitment Strategies

Newspaper Ads	94%
Employee Referrals	75%
In-House Promotion or Transfer	50%
Public School Referrals	38%
Private Employment Agencies	13%
Unsolicited Applicants	13%
Employment Development Dept.	13%
College Job Board	13%
Private School Referrals	6%

### Other Relevant Information

#### Career Track

Most (75%) responding employers promote their Recreation Workers to positions such as Office Staff, Assistant Director/Manager, Residential Services Coordinator, and Recreation Coordinator/Supervisor.

#### Employee Profile

62% Female  
88% Non-Union

#### State Outlook

Employment for Recreation Workers is expected to grow 22% from 1993-2005, about as fast as the average for all occupations through the year 2005. The job-market for full-time positions will be very competitive and is expected to remain so for some time.

#### Where the Jobs Are

Civic and Social Associations (SIC 8461) and Local Government (SIC 9030)

#### Related DOT codes

<u>DOT Code</u>	<u>DOT Title</u>
153.137-010	Manager, Pool
159.124-010	Counselor, Camp
187.167-238	Recreation Supervisor
195.227-010	Program Aide, Group Work
195.227-014	Recreation Leader
352.167-010	Director, Social

#### California Occupational Guide Number

357

## Registered Nurses

OES 325020

19 Firms Responded  
717 Jobs Represented

### Job Description

Registered Nurses administer nursing care to ill or injured persons. This group includes administrative, public health, industrial, private duty, and surgical nurses. Licensing or registration is required. Please do not include Nursing Instructors and Teachers.

#### Common Job Titles

Staff Nurse

### Employment Trends

**Occupation Size:** Very Large (1,430 – 1,620)

**Growth Rate:** Slower than average (13.3%)

#### Labor Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

Some firms indicate it is not difficult to find fully-experienced, qualified applicants, while some others indicate it is moderately difficult. Of the firms that employ inexperienced workers, almost all indicate that it is moderately difficult to find applicants.

#### Local Outlook

Worker supply is somewhat greater than demand for fully-experienced qualified applicants, and applicants may experience competition in job seeking. However, for inexperienced applicants, employer demand is somewhat greater than the supply.

Most (79%) respondents expect employment in this occupation to remain stable over the next three years.

#### Source of Filled Vacancies

Of the 123 positions filled in the past 12 months, 59% were hired to fill vacated positions, 25% were hired to fill temporary positions, 11% were hired to fill new positions, and 4% were hired due to promotions.

### Employer Requirements

#### Skills and Qualifications Reported as Very Important

Ability to: pass a pre-employment medical exam, pass a drug screening exam, and work under pressure; Skills in: English grammar and spelling, legible handwriting, reading and comprehension, listening, verbal communication and speaking, judgment and decision-making, and basic math; Other: willingness to work weekends

**New Skills** sought by some (26%) responding employers include: IV, math, education, surgical-specific skills, teaching and training, supervision, and bilingual skills.

**Computer Software Skills** sought by responding employers include word processing (42%), spreadsheet (26%), database (21%), other such as medical software (21%), and desktop publishing (11%).

#### Skills Important for Career Advancement

Management/leadership, computer, continuing/advanced education, Administrator's course work/License, and knowledge of the budget process

#### Minimum Level of Education Required

Associate degree	95%
Bachelor's degree	5%

#### Job Required Training

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
42%	0%	53%

It is important to note that most of the employers who do not "require" vocational training prior to employment do indicate they require an Associate degree in Nursing, as do those employers who indicated they do require training.

A license is required for employment in this occupation.

Most (63%) employers do not accept training as a substitute for experience.

## Registered Nurses

Researched in 1999

### Experience Required

Required	Preferred	Not Required
53%	32%	16%

Most responding employers seek an average of 18 months prior experience.

Most (67%) do not accept experience in other occupations.

### Wages and Benefits

#### Non-Union Wages

	Range	Median
New hires, no experience	\$11.99 – \$18.00	\$15.01
New hires, experienced	\$14.00 – \$18.83	\$17.00
3+ years with firm	\$16.38 – \$23.25	\$20.00

#### Union Wages

	Range	Median
New hires, no experience	\$14.00 – \$19.10	\$17.32
New hires, experienced	\$15.00 – \$19.15	\$18.30
3+ years with firm	\$16.46 – \$24.23	\$18.46

#### Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Paid Sick Leave	89%	32%	0%	0%
Paid Vacation	84%	32%	5%	5%
Medical Insurance	32%	5%	63%	37%
Retirement Plan	32%	5%	42%	26%
Life Insurance	32%	11%	21%	16%
Dental Insurance	21%	0%	58%	37%
Vision Insurance	16%	0%	32%	26%
Other	5%	0%	0%	0%

#### Hours

Most (74%) covered employees in this occupation work full-time – 39 hours/week, weighted average, while a few (14%) work part-time – 20 hours/week, weighted average, or on a temporary or on-call basis (13%) – 12 hours/week, weighted average.

All employers have a day shift. Some employ the graveyard and/or swing shifts. A few employees have afternoon, evening and/or weekend shifts.

### Recruitment Strategies

#### The three recruitment strategies most successfully used by employers include:

Newspaper Ads	79%
Employee Referrals	63%
Walk-in Applicants	32%

### Other Relevant Information

#### Career Track

Many (58%) of the responding employers promote their Registered Nurses to a higher level position such as Supervising Nurse, Administrator, and Clinic Manager/Supervisor.

#### Employee Profile

83% Female  
63% Non-Union

#### State Outlook

Registered Nurses ranks among the top 50 largest growth occupations in California, with a projected growth of 25% between 1993-2005. Shortages exist primarily due to workers leaving and re-entering this occupation several times throughout their careers.

#### Where the Jobs Are

General Medical and Surgical Hospitals (SIC 8062), Psychiatric Hospitals (SIC 8063), and Offices and Clinics of Medical Doctors (SIC 8011)

#### Related DOT codes

See Appendix A

#### California Occupational Guide Number

29

## Residential Counselors

OES 273070

14 Firms Responded  
200 Jobs Represented

### Job Description

Residential Counselors coordinate activities for residents of care and treatment institutions, boarding schools, college fraternities or sororities, children's homes, or similar establishments. Their work includes developing or assisting in the development of program plans for individuals, maintaining household records, and assigning rooms. They counsel residents in identifying and resolving social or other problems. They order supplies and determine need for maintenance, repairs, and furnishings.

#### Common Job Titles

Residence/Residential Supervisor and Community Support Specialists

### Employment Trends

**Occupation Size:** Medium (190 – 230)

**Growth Rate:** Faster than average (21.1%)

#### Labor Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

Many firms indicate it is moderately difficult to find qualified applicants. A few firms indicate that it is not difficult.

#### Local Outlook

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times, and applicants may find little competition in their job search.

Almost all (86%) respondents expect employment in this occupation to remain stable over the next two years.

#### Source of Filled Vacancies

Of the 86 positions filled in the past 12 months, 70% were hired to fill vacated positions, 13% were hired to fill temporary positions, 12% were hired due to promotions, and 6% were hired to fill new positions.

### Employer Requirements

#### Skills and Qualifications Reported as Very Important

Ability to: pass a pre-employment medical exam, work well on a team as well as independently, work in a changing environment, learn continuously, work under pressure, and recognize problems; Skills in: English grammar and spelling, legible handwriting, writing, reading and comprehension, listening skills, verbal communication and speaking, and basic math; Other: willingness to work nights and/or weekends, trained in CPR and first aid, and possess a good DMV driving record

**New Skills** sought by a few (14%) responding employers includes training in first aid and CPR.

**Computer Software Skills** sought by responding employers include word processing (29%), spreadsheet (14%), database (7%), and desktop publishing (7%).

#### Skills and Qualifications Important for Career Advancement

Desire to learn, motivated, work ethic, dependability, problem solving, communication, and college education/degree

#### Minimum Level of Education Required

High School or equivalent	64%
Associate degree	14%
Bachelor's degree	21%

#### Job Required Training

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
15%	23%	62%

Technical or vocational training sought by some (21%) responding employers include drug and alcohol certificate, and training needed to meet state requirements for the job.

#### Training Accepted in Lieu of Experience

<u>Yes</u>	<u>No</u>
45%	55%

#### Experience Required

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
43%	36%	21%

A few responding employers require or prefer 12 months prior work experience.

A few (7%) responding employers accept experience in other occupations such as experience working with a specific population (e.g. the developmentally disabled).

## Wages and Benefits

### Non-Union Wages

	Range	Median
New hires, no experience	\$6.37 – \$9.21	\$7.64
New hires, experienced	\$6.37 – \$10.07	\$8.00
3+ years with firm	\$7.00 – \$12.00	\$10.00

### Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Paid Vacation	100%	36%	0%	0%
Paid Sick Leave	86%	7%	0%	0%
Medical Insurance	57%	0%	36%	0%
Vision Insurance	43%	0%	29%	0%
Dental Insurance	36%	0%	43%	7%
Life Insurance	36%	0%	14%	0%
Retirement Plan	14%	7%	14%	7%

### Hours

Many (54%) covered employees in this occupation work full-time – 39 hours/week, weighted average. Some (24%) work temporary – 24 hours/week, weighted average. A few employees work temporary/on-call (16%) – 14 hours/week, weighted average or on a seasonal basis (4%).

Almost all firms have a day shift, most have a graveyard shift, and many have a swing shift, and/or other schedules.

## Recruitment Strategies

### The three recruitment strategies most successfully used by employers include:

Newspaper Ads	86%
Colleges and Universities	50%
In-house Promotion or Transfer	36%

## Other Relevant Information

### Career Track

Almost all (86%) of the responding employers promote their Residential Counselors to higher-level supervisory or management positions such as Program Manager/Supervisor and Service Coordinator.

### Employee Profile

61% Female  
93% Non-Union

### State Outlook

Information not available

### Where the Jobs Are

Colleges and Universities (SIC 8221), Individual and Family Services (SIC 1521 ), and Residential Care (SIC 8361)

### Related DOT codes

DOT Code	DOT Title
167-186.020	Residence Supervisor

### California Occupational Guide Number

none

## Sales Agents – Selected Business Services

OES 430170

17 Firms Responded  
87 Jobs Represented

### Job Description

Selected Business Services Sales Agents sell selected services such as building maintenance, credit reporting, bookkeeping, security, printing, and storage space. This category does not include sales agents who primarily sell advertising, insurance, financial, and real estate services.

#### Common Job Titles

Sales Representative, Sales Agent and Business Account Executive

### Wages and Benefits

#### All Employers Wages (Union and Non-Union)

	Range	Median
New hires, no experience	\$6.50 – \$15.56	\$10.65
New hires, experienced	\$6.33 – \$19.18	\$12.73
3+ years with firm	\$5.75 – \$23.97	\$15.96

Other forms of compensation paid by most employers include commission and bonus ranging from an additional \$1.02 to \$26.85 per hour.

#### Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	67%	0%	22%	0%
Dental Insurance:	39%	0%	28%	0%
Vision Insurance:	17%	0%	22%	0%
Life Insurance:	39%	0%	17%	0%
Paid Sick Leave:	44%	0%	11%	0%
Paid Vacation:	78%	6%	6%	0%
Retirement Plan:	33%	0%	28%	6%
Child Care:	0%	0%	0%	0%

Other benefits offered include free meals and optional stock purchase.

#### Unionization

94% Non-Union  
6% Union

#### Hours

Almost all (90%) employees in this occupation work full time – 42 hours/week, weighted average while the part time employees work 15 hours/week, weighted average, and temporary workers work 11 hours/week, weighted average.

#### Shifts

Almost all employees work the day shift, while a few employees work swing shifts.

### Employer Requirements

#### Minimum Level of Education Required

Less Than High School	6%
High School or Equivalent	61%
Associate Degree	6%
Bachelor Degree	28%

#### Job Required Training

Required	11%
Not Required	72%
Preferred	17%

Technical or vocational training is required or preferred by some employers responding employers includes an average of 13 months in graphic communications and graphic arts.

#### Training as a Substitute for Previous Work Experience

Yes	47%
No	53%

#### Experience Required

Required	44%
Not Required	6%
Preferred	50%

Almost all (81%) of responding employers accept experience in other occupations to meet their minimum requirement.

The employers who seek work experience require between six months and two years of previous work experience in a related field.

#### Skills Information

Skills in: interpersonal skills, business to business sales, goal oriented, negotiation, presentation and time management

New skills sought by employers included sales forecasting and new technology.

Computer software skills sought by responding employers include word processing (92%), spreadsheet (69%), database (54%), desktop publishing (15%), and other skills using Microsoft Outlook and the Internet.

### Employment Trends

#### Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

The surveyed employers indicate that it is very difficult to find fully experienced qualified applicants and only moderately difficult to find inexperienced applicants.

### Recruitment Methods

#### The three recruitment strategies most successfully used by employers include:

Newspaper Ads	78%
Employee Referrals	83%
In-House Promotion or Transfer	61%

#### Turnover

11%

#### Occupation Size

Medium (120 – 130)

#### Employee Profile

47% Female  
53% Male

#### Where the Jobs Are

SIC 2752 – Commercial Printing  
SIC 4812 – Radiotelephone Communications

#### Projections

Growth Rate: Slower than Average (8.3%)

In the last 12 months, percentage of firms whose employment:

Declined	11%
Remained Stable	44%
Grew	44%

#### Source of Filled Vacancies:

Of the 32 positions filled in the past 12 months, 6% were hired to fill positions vacated by individuals who were promoted, 25% were hired to fill vacated positions, 66% were hired to fill new positions, and 3% were hired to fill temporary positions.

#### Next 24 Months:

Employment in this occupation is not expected to decline. Some employers (39%) stated that they expected employment in this occupation to remain stable, while most (61%) expect employment to grow.

### Other Relevant Information

#### Career Track

Most employers (61%) promote their employees to higher level Management and Supervisory positions.

#### Skills Important for Career Advancement

Team building, leadership, interpersonal skills, speaking and company knowledge

#### State Outlook

Between 1998 and 2008, this occupation is expected to grow 40.2% while the total growth for all the occupations is expected to grow 23.6% during this period in California.

#### Related DOT Codes

See Appendix A

## Sales Representatives, Scientific and Related Products and Services – except Retail

OES 490050

15 Firms Responded  
94 Jobs Represented

### Job Description

Sales Representatives, Scientific and Related Products and Services – except Retail sell products or services requiring scientific or similar knowledge for wholesalers or manufacturers. This knowledge is in areas such as biology engineering, chemistry, and electronics, and is normally obtained from 2 or 3 years of post secondary education or its equivalent. They sell products such as aircraft, agricultural equipment and supplies, industrial machinery, medical supplies, electronic equipment, chemicals, and precision instruments. The individuals in this category do not include retail sales representatives, or sales people who must have a technical background equivalent to a bachelor's degree in engineering.

#### Common Job Titles

Account Representative, Sales Representative, Sales Engineer, Account Executive, Marketing Representative

### Wages and Benefits

#### Non-Union Wages

	Range	Median
New hires, no experience	\$10.00 – \$17.26	\$12.47
New hires, experienced	\$7.50 – \$23.97	\$16.78
3+ years with firm	\$10.00 – \$28.77	\$19.18

Other forms of compensation paid by most employers include commissions and bonuses ranging from an additional \$.19 to \$17.26 per hour.

#### Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	40%	7%	60%	0%
Dental Insurance:	33%	7%	27%	0%
Vision Insurance:	27%	7%	40%	0%
Life Insurance:	33%	7%	13%	0%
Paid Sick Leave:	87%	7%	7%	0%
Paid Vacation:	87%	7%	7%	0%
Retirement Plan:	20%	7%	53%	0%
Child Care:	0%	0%	0%	0%

Other benefits offered include company car and expense account for trips.

#### Unionization

100% Non-Union

#### Hours

Almost all (97%) employees in this occupation work full time – 41 hours/week, weighted average while the part time employees work 21 hours/week, weighted average.

#### Shifts

Almost all employees (93%) work the day shift, while a few employees work some weekends and swing shifts while on the road.

### Employer Requirements

#### Minimum Level of Education Required

High School or Equivalent	47%
Associate Degree	13%
Bachelor Degree	40%

#### Job Required Training

Required	13%
Not Required	67%
Preferred	20%

Technical or vocational training preferred by few responding employers includes an average of 17 months in computer science, manufacturing processes and sales.

#### Training as a Substitute for Previous Work Experience

Yes	43%
No	57%

#### Experience Required

Required	60%
Not Required	7%
Preferred	33%

Most (79%) of responding employers accept experience in other occupations to meet their minimum requirement.

The employers who seek work experience require one to three years of previous work experience in a related field.

#### Skills Information

Skills in: technological knowledge, professional attitude and appearance, oral presentation, writing skills, organization and ability to listen well

# *Sales Representatives, Scientific and Related Products and Services – except Retail*

Researched in 2000

New skills sought by employers were computer literacy, lab experience, new technology and processes, and technical writing.

Computer software skills sought by responding employers include word processing (100%), spreadsheet (92%), database (69%), desktop publishing (46%), and other skills in using PowerPoint, PhotoShop, the Internet and Quark.

## Employment Trends

### Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

The surveyed employers indicate that it is moderately difficult to find inexperienced applicants and very difficult to find fully experienced qualified applicants.

## Recruitment Methods

### The three recruitment strategies most successfully used by employers include:

Newspaper Ads	80%
Employee Referrals	60%
Internet	53%

### Turnover

9%

### Occupation Size

Medium (150 – 170)

### Employee Profile

34% Female  
66% Male

### Where the Jobs Are

SIC 382 – Scientific Instruments  
SIC 3599 – Industrial and Commercial Machinery & Equipment  
SIC 5047 – Medical Equipment

### Projections

Growth Rate: Faster than Average (13.3%)

In the last 12 months, percentage of firms whose employment:

Declined	7%
Remained Stable	47%
Grew	47%

### Source of Filled Vacancies:

Of the 31 positions filled in the past 12 months, 10% were hired to fill positions vacated by individuals who were promoted, 16% were hired to fill vacated positions, and 74% were hired to fill new positions.

### Next 24 Months:

Employment in this occupation is not expected to decline. Many employers (40%) stated that they expected employment in this occupation to remain stable, while most (60%) expect employment to grow.

## Other Relevant Information

### Career Track

Most employers (73%) promote their employees to higher level positions such as sales Manager or Supervisor.

### Skills Important for Career Advancement

Sales technique, technical skills, team building, goal oriented, work ethic, management programs, and customer service skills

### State Outlook

Between 1998 and 2008, this occupation is expected to grow 24.3% while the total growth for all the occupations is expected to grow 23.6% during this period in California.

### Related DOT Codes

See Appendix A

## Separating, Filtering, Clarifying, Precipitating, and Still Machine Operators and Tenders

OES 929620

15 Firms Responded  
81 Jobs Represented

### Job Description

Separating, Filtering, Clarifying, Precipitating, and Still Machine Operators and Tenders operate or tend machines, such as filter presses, shaker screens, centrifuges, condenser tubes, precipitator tanks, fermenting tanks, evaporating tanks, scrubbing towers and batch stills, to extract, sort, or separate liquids, gases, or solid materials from other materials in order to recover a refined product or material. Please do not include workers who operate equipment to control chemical changes or reactions.

#### Common Job Titles

Cellar Worker/Production, Wine Maker Assistant, and Operator

### Employment Trends

**Occupation Size:** Small (30 – 30)

**Growth Rate:** Remain stable (0%)

#### Labor Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

	<u>Not</u>	<u>A Little</u>	<u>Somewhat</u>	<u>Very</u>
Inexperienced:	33%	33%	27%	7%
Experienced:	47%	27%	27%	0%

#### Local Outlook

Worker supply is somewhat larger than demand for qualified applicants, and applicants may experience competition in job seeking.

Most (73%) responding employers expect employment in this occupation to grow over the next three years, while some (27%) expect employment to remain stable.

#### Source of Filled Vacancies

Of the 45 employees hired in the last twelve months, 40% were hired to fill temporary positions, 33% were hired to fill new, permanent positions, 24% were hired to fill vacated positions, and 2% were hired due to promotions.

### Employer Requirements

#### Skills and Qualifications Reported as Very Important

Ability to: work as part of a team, to implement safe work practices, to stand continuously for 2 or more hours, and to read and follow oral and written instructions

**New Skills** sought by responding employers include staying abreast of new laboratory equipment technology, computer skills, supervisory skills, and lab analysis.

#### Obsolete Skills

None reported

**Computer Software Skills** sought by responding employers include word processing (83%), spreadsheet (50%), and database (33%).

#### Skills and Qualifications Found to be in Short Supply

(A list compiled from those reported by responding employers): ability to follow directions, experience, constructive communication in confrontational issues, good work ethic, pride in work, and formal education (well-rounded individuals)

#### Education of Recent Hires

High School or equivalent	47%
Some college but no degree	40%
Bachelor's degree	13%

#### Training Accepted in Lieu of Experience

<u>Never</u>	<u>Sometimes</u>	<u>Usually</u>	<u>Always</u>
0%	40%	40%	20%

Some (37%) responding employers require training in forklift operation to obtain a license, barometry, and college course work in fruit science. A college degree is helpful if involved in wine making.

#### Experience Required

<u>Never</u>	<u>Sometimes</u>	<u>Usually</u>	<u>Always</u>
40%	40%	7%	13%

Many responding employers seek between 3 – 12 months work experience as a Cellar Worker, Equipment Operator (wine or brewery), or Brewer Assistant.

# Separating, Filtering, Clarifying, Precipitating, and Still Machine Operators and Tenders

Researched in 1998

## Wages and Benefits

### Non-Union Wages

	Range	Median
New hires, no experience	\$5.75 – \$11.51	\$6.50
New hires, experienced	\$6.50 – \$13.43	\$7.50
3+ years with firm	\$7.50 – \$20.00	\$10.00

### Benefits

All responding employers offer benefits as follows:

	FT	PT
Paid Vacation	93%	0%
Medical Insurance	86%	0%
Dental Insurance	64%	0%
Paid Sick Leave	57%	0%
Life Insurance	50%	0%
Vision Insurance	21%	0%
Retirement Plan	14%	0%

### Hours

Most (68%) employees work full-time – 41 hours/week, weighted average and some (25%) work on a seasonal basis – 11 hours/week, weighted average.

## Recruitment Strategies

Employee Referrals	50%
Unsolicited Applicants	50%
In-House Promotion or Transfer	36%
Newspaper Ads	36%
Private Employment Agencies	21%
Public School Referrals	14%
Industry Referrals	7%

## Other Relevant Information

### Career Track

Most (73%) responding employers promote their “Cellar Workers” to positions such as Cellar Master/Foreman, Team Leader, Warehouse Manager, and Brewer.

### Employee Profile

89% Male (a non-traditional occupation for women)  
100% Non-Union

### State Outlook

Information not available.

### Where the Jobs Are

Wines, Brandy and Brandy Spirits (SIC 2084) and Breweries (SIC 2082)

### Related DOT codes

This list is extensive. Please contact PIC for a copy of the list.

### California Occupational Guide Number

none

## Stock Clerks – Sales Floor

OES 490210

16 Firms Responded  
207 Jobs Represented

### Job Description

Sales Floor Stock Clerks receive, store, and issue merchandise on the sales floor, stock shelves, racks, cases, bins, and tables with merchandise, arrange displays of items to attract customers, and may periodically take physical count of stock or check and mark merchandise.

#### Common Job Titles

Stock Clerks, Grocery Clerks, Stock Pool and Receivers, and Part-time Associate

### Employment Trends

**Occupation Size:** Large (710 – 750)

**Growth Rate:** Slower than average (5.6%)

#### Labor Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

	<u>Not</u>	<u>A Little</u>	<u>Somewhat</u>	<u>Very</u>
Inexperienced:	56%	19%	13%	13%
Experienced:	27%	40%	27%	7%

#### Local Outlook

Worker supply is somewhat greater than demand for qualified applicants, and applicants may experience competition in job seeking.

Many (50%) respondents expect employment in this occupation to remain stable over the next three years, and many others (50%) expect employment to grow due to increased sales.

#### Source of Filled Vacancies

Of the 41 employees hired in the last 12 months, 46% were hired to fill vacated positions, 34% were hired due to promotions, 12% were hired to fill new, permanent positions, and 7% were hired to fill temporary positions.

### Employer Requirements

#### Skills and Qualifications Reported as Very Important

Organization, interpersonal skills, oral communication skills, ability to lift 10-25 pounds, repeatedly, and ability to perform routine, repetitive work

**New Skills** identified by some responding employers include utilizing electronic data, computer skills, computerized scanning for inventory, and forklift operation.

#### Obsolete Skills

Counting inventory (manually) was noted as an obsolete skill by a few employers. This work will be done by computerized scanners.

**Computer Software Skills** sought by some responding employers include database (50%), other (such as general computer knowledge, keyboarding, and in-house systems) (50%), word processing (17%), and spreadsheet (17%).

#### Skills and Qualifications Found to be in Short Supply

None reported

#### Education of Recent Hires

Less than High School	13%
High School or equivalent	63%
Some college but no degree	25%

#### Training Accepted in Lieu of Experience

<u>Never</u>	<u>Sometimes</u>	<u>Usually</u>	<u>Always</u>
0%	44%	38%	19%

Training is offered in-house and may involve store and stocking procedures.

#### Experience Required

<u>Never</u>	<u>Sometimes</u>	<u>Usually</u>	<u>Always</u>
19%	50%	31%	0%

Responding employers seek between 1 – 12 months previous work experience as a Stock Clerk, Receiver, or as a Grocery Clerk.

## Stock Clerks – Sales Floor

Researched in 1998

### Wages and Benefits

#### Non-Union Wages

	Range	Median
New hires, no experience	\$5.75 – \$8.00	\$6.00
New hires, experienced	\$5.75 – \$9.00	\$6.15
3+ years with firm	\$5.75 – \$14.25	\$7.50

#### Union Wages

	Range	Median
New hires, no experience	\$5.75 – \$9.60	\$6.50
New hires, experienced	\$5.75 – \$15.65	\$9.00
3+ years with firm	\$6.50 – \$16.00	\$15.90

#### Benefits

Most (88%) responding employers offer benefits as follows:

	FT	PT
Paid Vacation	86%	57%
Medical Insurance	79%	43%
Dental Insurance	64%	43%
Paid Sick Leave	64%	57%
Retirement Plan	64%	64%
Vision Insurance	57%	43%
Life Insurance	21%	14%

Other benefits offered include profit sharing and union benefits. Part-time benefits may be offered to employees after a minimum period of employment.

#### Hours

Most (63%) employees in this occupation work part-time – 25 hours/week, weighted average, while some (37%) work full-time – 40 hours/week, weighted average.

### Recruitment Strategies

Employee Referrals	56%
In-House Promotion or Transfer	56%
Newspaper Ads	44%
Unsolicited Applicants	31%
Post sign in window	13%
Employment Development Dept.	6%
Public School Referrals	6%
Private Employment Agencies	6%

### Other Relevant Information

#### Career Track

Almost all (81%) responding employers promote their Stock Clerks - Sales Floor to positions such as Grocery Key Carriers, Check Stand or Cashier, Manager (Warehouse, Grocery, or Service), Supervisor, or Lead Driver.

#### Employee Profile

52% Male  
69% Non-Union

#### State Outlook

Demand for this occupation should remain stable and possibly grow during peak seasons. An estimated 118,610 job opportunities will be available through 2005 (new jobs and vacated positions combined). The greatest demand will be for applicants with experience in stock work and knowledge of computers.

#### Where the Jobs Are

Grocery Stores (SIC 5411), Department Stores (SIC 5311), Drug Stores and Proprietary Stores (SIC 5912), Miscellaneous Food Stores (SIC 5499), Lumber and Other Building Materials (SIC 5211), and other retail establishments

#### Related DOT codes

DOT Code	DOT Title
299.367-014	Stock Clerk
299.677-014	Sales Attendant, Building Materials

#### California Occupational Guide Number

74

## Stock Clerks Stockroom, Warehouse, and Storage Yard

OES 580230

15 Firms Responded  
90 Jobs Represented

### Job Description

Stock Clerks receive, store, and issue materials, equipment, and other items from stockroom, warehouse, or storage yard, and keep records and compile stock reports. Please do not include Stockroom Laborers and workers whose primary duties involve shipping, weighing, and checking.

#### Common Job Titles

Receiver, Grocery Clerk, and Warehouse Clerk/Worker

### Employment Trends

**Occupation Size:** Large (470 – 490)

**Growth Rate:** Slower than average (4.3%)

#### Labor Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

Many firms indicate it is moderately difficult or not difficult to find inexperienced applicants. Some firms indicate that it is moderately difficult or difficult to find fully-experienced, qualified applicants.

#### Local Outlook

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times, and applicants may find little competition in their job search.

Almost all (80%) respondents expect employment in this occupation to remain stable over the next two years.

#### Source of Filled Vacancies

Of the 31 positions filled in the past 12 months, 32% were hired to fill vacated positions, 26% were hired to fill new positions, 23% were hired to fill temporary positions, and 19% were hired due to promotions.

### Employer Requirements

#### Skills and Qualifications Reported as Very Important

Ability to: lift at least 50 pounds repeatedly, perform strenuous, physical labor, use abdominal and lower back muscles, stand continuously for two or more hours, and work effectively on a team; Skills in: basic math

**New Skills** sought by some (15%) responding employers includes typing at 25 wpm.

**Computer Software Skills** sought by responding employers include database (33%), other (33%) including basic keyboarding, e-mail, and operations software, word processing (20%), spreadsheet (20%), and desktop publishing (7%).

#### Skills and Qualifications Important for Career Advancement

Great customer service, people skills, ordering, desire to learn, follow through, organization, computer, and leadership/management

#### Minimum Level of Education Required

Less than High School	20%
High School or equivalent	80%

#### Job Required Training

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
0%	7%	93%

#### Training Accepted in Lieu of Experience

<u>Yes</u>	<u>No</u>
38%	62%

#### Experience Required

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
27%	60%	13%

Some (27%) responding employers require an average of 13 months prior work experience.

Almost all (91%) responding employers accept experience in other occupations such as retail sales.

## Stock Clerks – Stockroom, Warehouse, and Storage Yard

Researched in 1999

### Wages and Benefits

#### Non-Union Wages

	Range	Median
New hires, no experience	\$6.00 – \$9.21	\$6.75
New hires, experienced	\$6.25 – \$10.36	\$7.00
3+ years with firm	\$8.00 – \$13.05	\$10.00

#### Union Wages

	Range	Median
New hires, no experience	\$16.60 – \$18.30	\$17.45
New hires, experienced	\$15.33 – \$18.30	\$16.45
3+ years with firm	\$16.30 – \$22.88	\$16.80

#### Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Paid Vacation	87%	47%	13%	7%
Paid Sick Leave	80%	27%	13%	0%
Medical Insurance	53%	7%	47%	33%
Life Insurance	40%	7%	27%	13%
Retirement Plan	33%	20%	60%	40%
Dental Insurance	33%	7%	53%	40%
Vision Insurance	27%	7%	33%	20%

#### Hours

Most (78%) covered employees in this occupation work full-time – 39 hours/week, weighted average. A few (19%) work part-time – 25 hours/week, weighted average.

Almost all firms have a day shift and a few have other shifts (swing, graveyard, and early morning hours).

### Recruitment Strategies

#### The three recruitment strategies most successfully used by employers include:

Newspaper Ads	64%
Employee Referrals	55%
In-house Promotion or Transfer	36%

### Other Relevant Information

#### Career Track

Almost all (93%) of the responding employers promote their Stock Clerks - Stockroom, Warehouse, and Storage Yard to a lead, supervisor, or management position.

#### Employee Profile

72% Male  
60% Non-Union

#### State Outlook

The demand for Stock Clerks will decline due to increased automation. The greatest demand will be for experienced applicants with knowledge of computers.

#### Where the Jobs Are

This occupation is found in a wide variety of industries including Grocery Stores (SIC 5411), Hardware Stores (SIC 5251), Local Government (SIC 9030), Federal Government (SIC 9010), various manufacturing industries, etc.

#### Related DOT codes

See Appendix A

#### California Occupational Guide Number

74

## Teachers – Secondary Education

OES 313080

9 Firms Responded  
840 Jobs Represented

### Job Description

Secondary School Teachers instruct students in public or private high schools in one or more subjects, such as English, mathematics, or social studies. Please include vocational high school teachers. This category does not include special education teachers who teach only students with disabilities.

#### Common Job Titles

High School Teacher

### Wages and Benefits

#### Non-Union Wages

	Range	Median
New hires, no experience	N/A	N/A
New hires, experienced	\$8.05 – \$27.21	\$9.50
3+ years with firm	\$8.75 – \$27.21	\$11.00

#### Union Wages

	Range	Median
New hires, no experience	\$14.14 – \$17.17	\$15.63
New hires, experienced	\$14.14 – \$23.09	\$17.26
3+ years with firm	\$14.14 – \$24.56	\$17.35

#### Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	56%	11%	22%	44%
Dental Insurance:	44%	11%	33%	44%
Vision Insurance:	44%	11%	33%	44%
Life Insurance:	0%	0%	22%	0%
Paid Sick Leave:	89%	33%	0%	22%
Paid Vacation:	33%	11%	0%	0%
Retirement Plan:	33%	11%	44%	44%
Child Care:	11%	0%	0%	0%

Other benefits offered include a cash stipend for the insurance of choice.

#### Unionization

33% Non-Union

67% Union

#### Hours

Almost all (91%) employees in this occupation work full time – 39 hours/week, weighted average while the part time employees work 20 hours/week, weighted average.

#### Shifts

All employees (100%) work the day shift.

### Employer Requirements

#### Minimum Level of Education Required

High School or Equivalent	11%
Bachelor Degree	56%
Graduate Study	33%

#### Job Required Training

Required	11%
Not Required	78%
Preferred	11%

Technical or vocational training preferred or required by some responding employers includes an average of 21 months in technology, safety, and credentials.

#### Training as a Substitute for Previous Work Experience

Yes	67%
No	33%

#### Experience Required

Required	33%
Not Required	33%
Preferred	33%

Half (50%) of responding employers accept experience in other occupations to meet their minimum requirement.

The employers who seek work experience require one to three years of previous work experience in a related field.

#### Skills Information

Skills in: teaching, knowledge of core subjects, organization and commitment

New skills: none reported

Computer software skills are only sought by some employers, however for those employers who do seek computer skills, they indicate that they look for word processing (100%), spreadsheet (33%), database (33%), desktop publishing (33%), and various other software programs.

### Employment Trends

#### Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

The surveyed employers indicate that it is moderately difficult to find both inexperienced and fully experienced qualified applicants.

Produced by Private Industry Council of San Luis Obispo County, Inc.

Occupational Outlook – San Luis Obispo County 1998 – 2000

### Recruitment Methods

**The three recruitment strategies most successfully used by employers include:**

Newspaper Ads	67%
Colleges and Universities	56%
Internet	67%

**Turnover**

6%

**Occupation Size**

Very Large (610 – 720)

**Employee Profile**

54% Female  
46% Male

**Where the Jobs Are**

SIC 8211 – Secondary Education Schools

**Projections**

Growth Rate: Much Faster than Average (18.0%)

In the last 12 months, percentage of firms whose employment:

Declined	0%
Remained Stable	33%
Grew	67%

Source of Filled Vacancies:

Of the 130 positions filled in the past 12 months, 1% were hired to fill positions that were vacated by individuals who were promoted, 36% were hired to fill vacated positions, 21% were hired to fill new positions, and 42% were hired to fill temporary positions.

Next 24 Months:

Employment in this occupation is not expected to decline. Many employers (56%) stated that they expected employment in this occupation to remain stable, while many (44%) expect employment to grow.

### Other Relevant Information

**Career Track**

Most employers (78%) promote their employees to higher level positions such as Principals, Administrators, and Department Chairs.

**Skills Important for Career Advancement**

Administrative credentials, experience, vision, and leadership

**State Outlook**

Between 1998 and 2008, this occupation is expected to grow 37.7% while the total growth for all the occupations is expected to grow 23.6% during this period in California.

**Related DOT Codes**

See Appendix A

## Teachers – Special Education

OES 313110

11 Firms Responded  
214 Jobs Represented

### Job Description

Special Education Teachers teach elementary and secondary school subjects to educationally and physically handicapped students. Please include teachers who specialize and work with audibly and visually handicapped students and those who teach basic academic and life processes skills to the mentally retarded.

#### Common Job Titles

Special Day Class Teacher and Resource Specialist

### Employment Trends

**Occupation Size:** Medium to Large (210 – 290)

**Growth Rate:** Much faster than average (38.1%)

#### Labor Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

Some firms indicate that it is very difficult to find inexperienced applicants, while other firms indicate it is moderately difficult. A few firms indicate it is not difficult or moderately difficult to find fully-experienced applicants.

#### Local Outlook

Employer demand is considerably greater than the supply of inexperienced applicants. Employers often cannot find qualified applicants when an opening exists (and there were several hires of inexperienced employees in the past year.) Inexperienced applicants should find no competition in their job search. For fully-experienced applicants, employer demand is somewhat greater than the supply of qualified applicants.

Almost all (91%) respondents expect employment in this occupation to remain stable over the next two years.

#### Source of Filled Vacancies

Of the 29 positions filled in the past 12 months, 69% were hired to fill vacated positions, 21% were hired to fill temporary positions, 7% were hired to fill new positions, and 3% were hired due to promotions.

### Employer Requirements

#### Skills and Qualifications Reported as Very Important

Ability to: work effectively on a team as well as independently, work in a changing environment, and learn continually; Skills in: English grammar and spelling, legible handwriting, writing skills, reading and comprehension, listening skills, verbal communication and speaking, basic math skills, and planning skills; Other: trained in CPR and clean, neat appearance

**New Skills** sought by some (27%) responding employers includes knowledge of special education laws.

**Computer Software Skills** sought by responding employers include word processing (55%), database (18%), and desktop publishing (7%).

#### Skills and Qualifications Important for Career Advancement

Administrator's Credential

#### Minimum Level of Education Required

High School or equivalent	9%
Bachelor's degree	55%
Graduate study	36%

#### Job Required Training

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
36%	0%	64%

According to the CA Occupational Guide, a Regular Teaching Credential and completion of the Special Education Teacher Preparation Program (including student teaching) is required to teach in California public schools.

#### Training Accepted in Lieu of Experience

<u>Yes</u>	<u>No</u>
56%	44%

#### Experience Required

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
27%	55%	18%

A few (18%) responding employers require an average of 13 months prior work experience.

A few (9%) responding employers accept experience in other occupations such as Substitute Teacher, Classroom Aide, and teaching at the Youth Authority.

### Wages and Benefits

#### Union Wages

	Range	Median
New hires, no experience	\$13.35 – \$15.29	\$14.62
New hires, experienced	\$14.02 – \$20.61	\$15.57
3+ years with firm	\$14.73 – \$18.36	\$16.21

Note: the wages above exclude “outliers:” wages that are significantly higher or lower than what is reported by almost all employers.

#### Benefits

Almost all responding employers offer benefits.

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Paid Sick Leave	82%	27%	18%	9%
Medical Insurance	73%	0%	27%	45%
Dental Insurance	64%	0%	36%	45%
Vision Insurance	64%	0%	27%	45%
Paid Vacation	45%	9%	0%	0%
Retirement Plan	36%	0%	55%	27%
Life Insurance	27%	0%	9%	9%
Income Protection	9%	0%	0%	9%

#### Hours

Almost all (94%) covered employees in this occupation work full-time – 38 hours/week, weighted average. A few (6%) work part-time – 20 hours/week, weighted average.

Almost all firms have a day shift and a few have an evening shift.

### Recruitment Strategies

#### The three recruitment strategies most successfully used by employers include:

Newspaper Ads	90%
Colleges and Universities	80%
Internet	50%

### Other Relevant Information

#### Career Track

Many (45%) of the responding employers promote their Teachers, Special Education to Administrator/Vice Principal (with additional credential), or other positions in the school.

#### Employee Profile

85% Female  
91% Union

#### State Outlook

This occupation ranks among the top fifty largest and fastest growth occupations in California, projected to grow at 57% from 1993-2005. Shortages exist primarily in Los Angeles and many rural counties.

#### Where the Jobs Are

Elementary and Secondary Schools (SIC 8211)

#### Related DOT codes

See Appendix A

#### California Occupational Guide Number

110

## Technical Assistants, Library

OES 315050

13 Firms Responded  
153 Jobs Represented

### Job Description

Library Technical Assistants assist librarians by furnishing information on library sciences, facilities, and rules; by assisting readers in the use of card catalogs and indexes to locate books and other materials; and by answering questions that require only brief consultation of standard reference. They may train and supervise clerical staff or catalog books.

#### Common Job Titles

Library Technician/Clerk

### Employment Trends

**Occupation Size:** Medium (110 – 140)

**Growth Rate:** Much faster than average (27.3%)

#### Labor Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

Most firms indicate that it is moderately difficult to find applicants. Some firms indicate it is not difficult.

#### Local Outlook

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search.

All respondents expect employment in this occupation to remain stable over the next two years.

#### Source of Filled Vacancies

Of the 18 positions filled in the past 12 months, 50% were hired to fill vacated positions, 44% were hired due to promotions, and 6% were hired to fill temporary positions.

### Employer Requirements

#### Skills and Qualifications Reported as Very Important

Skills in: English grammar and spelling, legible handwriting, and reading/comprehension;  
Other: trained in CPR and first aid

**New Skills** sought by a few (8%) responding employers includes familiarity with the Internet.

**Computer Software Skills** sought by responding employers include word processing (85%), database (46%), spreadsheet (38%), desktop publishing (23%), and other (8%) such as cataloguing index and the Internet.

#### Skills and Qualifications Important for Career Advancement

Accuracy, education in Library Sciences, typing skills, thorough knowledge of the collection, classification catalogue, and computer

#### Minimum Level of Education Required

High School or equivalent	77%
Associate degree	23%

#### Job Required Training

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
23%	46%	31%

Most responding employers require an average of 11 months of training in library sciences.

#### Training Accepted in Lieu of Experience

<u>Yes</u>	<u>No</u>
36%	64%

#### Experience Required

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
31%	54%	15%

Some (31%) responding employers require an average of 19 months prior work experience.

Many (50%) responding employers accept experience in other occupations such as clerical, positions working with children, or/and library experience.

## Technical Assistants, Library

Researched in 1999

### Wages and Benefits

#### Union Wages

	Range	Median
New hires, no experience	\$8.06 – \$12.62	\$8.86
New hires, experienced	\$8.16 – \$13.23	\$10.68
3+ years with firm	\$9.34 – \$16.02	\$11.75

#### Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Paid Sick Leave	62%	54%	15%	31%
Paid Vacation	62%	46%	15%	31%
Medical Insurance	38%	15%	38%	62%
Dental Insurance	38%	8%	38%	54%
Vision Insurance	38%	8%	38%	62%
Life Insurance	31%	0%	0%	15%
Retirement Plan	23%	15%	46%	62%

#### Hours

Some (38%) covered employees in this occupation work full-time – 40 hours/week, weighted average. Some (33%) work part-time – 22 hours/week, weighted average. Some (29%) work temporary/on-call – 18 hours/week, weighted average.

All firms have a day shift and a few have a shift on Saturdays.

### Recruitment Strategies

#### The three recruitment strategies most successfully used by employers include:

Newspaper Ads	91%
Walk-in Applicants	45%
Internet	36%

### Other Relevant Information

#### Career Track

Many (54%) of the responding employers do not promote their Technical Assistants, Library. Many others (46%) promote those that obtain additional education to a higher level Tech in the series, or to Librarian.

#### Employee Profile

86% Female  
92% Union

#### State Outlook

This occupation is expected to grow 19% between 1993-2005. There will be an estimated 2,480 jobs created and additional 6,800 positions opened due to separations by 2005.

#### Where the Jobs Are

Elementary and Secondary Schools (SIC 8211), Local Government (SIC 9030), Colleges and Universities (SIC 8221), and Junior Colleges (SIC 8222)

#### Related DOT codes

See Appendix A

#### California Occupational Guide Number

417

## Technical Writers

OES 340050

15 Firms Responded  
24 Jobs Represented

### Job Description

Technical Writers write or edit technical materials, such as equipment manuals, appendices, and operating and maintenance instructions. They may oversee the preparation of illustrations, photographs, diagrams, and charts and assist in layout work.

#### Common Job Titles

Technical Writer or Writer

### Wages and Benefits

#### Non-Union Wages

	Range	Median
New hires, no experience	\$9.00 – \$19.18	\$12.79
New hires, experienced	\$9.00 – \$25.43	\$15.98
3+ years with firm	\$11.00 – \$30.68	\$20.14

Other forms of compensation paid by most employers include commissions and bonuses ranging from an additional \$.19 to \$17.26 per hour.

#### Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	27%	0%	47%	0%
Dental Insurance:	27%	0%	40%	0%
Vision Insurance:	7%	0%	33%	0%
Life Insurance:	13%	0%	33%	0%
Paid Sick Leave:	60%	0%	13%	0%
Paid Vacation:	67%	0%	7%	0%
Retirement Plan:	13%	0%	47%	0%
Child Care:	0%	0%	0%	0%

Other benefits offered include profit sharing paid by a few employers.

#### Unionization

100% Non-Union

#### Hours

Most (67%) employees in this occupation work full time – 42 hours/week, weighted average while some employees work temporary on call for 22 hours/week, weighted average, a few part time employees work 30 hours/week, weighted average, and a few seasonal employees work 40 hours/week weighted average.

#### Shifts

Almost all employees (93%) work the day shift, while a few employees work swing shifts.

### Employer Requirements

#### Minimum Level of Education Required

High School or Equivalent	47%
Associate Degree	13%
Bachelor Degree	40%

#### Job Required Training

Required	33%
Not Required	47%
Preferred	20%

Technical or vocational training required by some responding employers includes an average of 15 months in technical writing training programs, computer science and desktop publishing.

#### Training as a Substitute for Previous Work Experience

Yes	43%
No	57%

#### Experience Required

Required	60%
Not Required	7%
Preferred	33%

Most (62%) of responding employers accept experience in other occupations to meet their minimum requirement.

The employers who seek work experience require one to three years of previous work experience in a related field.

#### Skills Information

Skills in: technical skills, writing skills, grammar and product knowledge

New skills sought by a few employers were new software skills and multi-lingual language skills.

Computer software skills sought by responding employers include word processing (93%), spreadsheet (47%), database (53%), desktop publishing (40%), and other skills in drawing software such as Corel.

### Employment Trends

#### Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

The surveyed employers indicate that it is moderately difficult to find both inexperienced and fully experienced qualified applicants.

### Recruitment Methods

#### The three recruitment strategies most successfully used by employers include:

Newspaper Ads	67%
Employee Referrals	60%
In-House Promotion or Transfer	33%

#### Turnover

21%

#### Occupation Size

The information is not available for non-OES occupations.

#### Employee Profile

33% Female  
67% Male

#### Where the Jobs Are

SIC 7371 – Computer Programming Services  
SIC 7373 – Computer Integrated Systems Design  
SIC 7372 – Packaged Software

#### Projections

Growth Rate: The information is not available for non-OES occupations.

In the last 12 months, percentage of firms whose employment:

Declined	13%
Remained Stable	40%
Grew	47%

#### Source of Filled Vacancies:

Of the 19 positions filled in the past 12 months, 5% were hired to fill positions vacated by individuals who were promoted, 21% were hired to fill vacated positions, 37% were hired to fill new positions, and 37% were hired to fill temporary positions.

#### Next 24 Months:

Employment in this occupation is not expected to decline. Most employers (67%) stated that they expected employment in this occupation to remain stable, while some (33%) expect employment to grow.

### Other Relevant Information

#### Career Track

Most employers (67%) promote their employees to higher level positions such as Senior Technical Writer, Technical Publication Coordinator or Management Positions.

#### Skills Important for Career Advancement

Firm experience, management skills, and technical background

#### State Outlook

Between 1998 and 2008, this occupation is expected to grow 34.2% while the total growth for all the occupations is expected to grow 23.6% during this period in California.

#### Related DOT Codes

See Appendix A

## Telemarketers, News and Street Vendors, Telephone Solicitors, Door-to-Door Sales Workers and Other Related Workers

OES 490260

6 Firms Responded  
65 Jobs Represented

### Job Description

Telemarketers, News and Street Vendors, Telephone Solicitors, Door-to-Door Sales Workers and Other Related Workers deliver newspapers to subscribers; solicit orders for merchandise or service over telephone; or sell products, such as food and jewelry on the street, door-to-door, or at places of recreation and amusement.

#### Common Job Titles

Telesales, Account Coordinator/Executive, and Sales Representative

### Wages and Benefits

#### Non-Union Wages

	Range	Median
New hires, no experience	\$5.75 – \$14.10	\$6.75
New hires, experienced	\$6.00 – \$10.00	\$7.50
3+ years with firm	\$7.00 – \$21.58	\$12.00

Other forms of compensation paid by a few employers include bonuses and commissions ranging from an additional \$.58 to \$15.00 per hour.

#### Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	50%	0%	17%	0%
Dental Insurance:	17%	0%	17%	0%
Vision Insurance:	17%	0%	0%	0%
Life Insurance:	17%	0%	17%	0%
Paid Sick Leave:	33%	0%	0%	0%
Paid Vacation:	83%	0%	0%	0%
Retirement Plan:	17%	0%	33%	0%
Child Care:	0%	0%	17%	0%

#### Unionization

100% Non-Union

#### Hours

Most (67%) employees in this occupation work full time – 40 hours/week, weighted average while the part time employees work 20 hours/week, weighted average and temporary employees work 31 hours/week, weighted average.

#### Shifts

All employees (100%) work the day shift, while a few employees also have some flexibility in their schedule.

### Employer Requirements

#### Minimum Level of Education Required

Less Than High School	50%
High School or Equivalent	33%
Bachelor Degree	17%

#### Job Required Training

Required	0%
Not Required	100%
Preferred	0%

Technical or vocational training is not required or preferred by responding employers.

#### Training as a Substitute for Previous Work Experience

Yes	75%
No	25%

#### Experience Required

Required	0%
Not Required	33%
Preferred	67%

Most (75%) of responding employers accept experience in other occupations to meet their minimum requirement.

The employers who prefer work experience look for three months to one year of previous work experience.

#### Skills Information

Skills in: interpersonal communication skills, organization skills, phone skills, and diplomacy

New skills include excellent verbal communication and clear enunciation.

Computer software skills were sought by only a few employers including word processing (67%), spreadsheet (33%), and database (33%).

# ***Telemarketers, News and Street Vendors, Telephone Solicitors, Door-to-Door Sales Workers and Other Related Workers***

**Researched in 2000**

## **Employment Trends**

### **Supply & Demand Assessment**

Degree of difficulty in finding qualified applicants:

The surveyed employers indicate that it is moderately difficult to find inexperienced qualified applicants. No firms surveyed sought fully experienced and qualified applicants solely.

## **Recruitment Methods**

### **The three recruitment strategies most successfully used by employers include:**

Newspaper Ads	100%
Employee Referrals	83%
Walk-In Applicants	33%

### **Turnover**

12%

### **Occupation Size**

Medium (130 – 140)

### **Employee Profile**

62% Female

38% Male

### **Where the Jobs Are**

SIC 5961 – Catalog and Mail Order Services

### **Projections**

Growth Rate: Slower than Average (7.7%)

In the last 12 months, percentage of firms whose employment:

Declined	0%
Remained Stable	17%
Grew	83%

Source of Filled Vacancies:

Of the 51 positions filled in the past 12 months, 16% were hired to fill vacated positions, 49% were hired to fill new positions, and 35% were hired to fill temporary positions.

Next 24 Months:

A few employers (17%) in this occupation expect this occupation to decline. A few employers (17%) stated that they expected employment in this occupation to remain stable, while most employers (67%) expect employment to grow.

## **Other Relevant Information**

### **Career Track**

Almost all employers (83%) promote their employees to higher level positions such as Account Executives, Account Managers, and Supervisors.

### **Skills Important for Career Advancement**

Interpersonal skills, sales skills and management skills

### **State Outlook**

Between 1998 and 2008, this occupation is expected to grow 51.7% while the total growth for all the occupations is expected to grow 23.6% during this period in California.

### **Related DOT Codes**

See Appendix A

## Wholesale and Retail Buyers – Except Farm Products

OES 213020

17 Firms Responded  
55 Jobs Represented

### Job Description

Wholesale and Retail Buyers – except Farm Products buy merchandise or commodities (other than farm products) for resale to consumers at the wholesale or retail level, including both durable and non-durable goods. They analyze past buying trends, sales records, and the price and quality of merchandise to determine value and yield. Buyers select, order, and authorize payment of merchandise according to contractual agreements. They may conduct meetings with sales personnel and introduce new products. This category does not include Assistant Buyers.

#### Common Job Titles

Buyer, Purchasing Agent, and Inventory Control Clerk

### Wages and Benefits

#### Non-Union Wages

	Range	Median
New hires, no experience	\$5.75 – \$13.33	\$9.59
New hires, experienced	\$6.50 – \$17.78	\$12.00
3+ years with firm	\$8.25 – \$23.01	\$15.00

Other forms of compensation paid by a few employers include bonuses ranging from an additional \$.75 to \$2.56 per hour.

#### Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	41%	0%	59%	0%
Dental Insurance:	18%	0%	41%	0%
Vision Insurance:	0%	0%	18%	0%
Life Insurance:	29%	0%	6%	0%
Paid Sick Leave:	65%	0%	0%	0%
Paid Vacation:	88%	0%	0%	0%
Retirement Plan:	47%	0%	12%	0%
Child Care:	0%	0%	0%	0%

#### Unionization

100% Non-Union

#### Hours

Almost all (87%) employees in this occupation work full time – 40 hours/week, weighted average while a few part-time employees work 11

hours/week, weighted average, and temporary employees work 13 hours/week, weighted average.

#### Shifts

All employees (100%) work the day shift.

### Employer Requirements

#### Minimum Level of Education Required

Less Than High School	12%
High School or Equivalent	65%
Associate Degree	18%
Bachelor Degree	6%

#### Job Required Training

Required	0%
Not Required	94%
Preferred	6%

Technical or vocational training preferred by few responding employers includes an average of 9 months in electronics.

#### Training as a Substitute for Previous Work Experience

Yes	56%
No	44%

#### Experience Required

Required	47%
Not Required	6%
Preferred	47%

Many (40%) of responding employers accept experience in other occupations to meet their minimum requirement.

The employers who seek work experience require three months to two years of previous work experience in a related field.

#### Skills Information

Skills in: negotiation, forecasting industry trends and interpersonal skills

New skills sought by a few employers were knowledge of style and color and cost analysis.

Computer software skills sought by responding employers include word processing (63%), spreadsheet (75%), database (56%), desktop publishing (13%), and various other inventory control programs.

# Wholesale and Retail Buyers – Except Farm Products

Researched in 2000

## Employment Trends

### Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

The surveyed employers indicate that it is very difficult to find fully experienced qualified applicants and only moderately difficult to find inexperienced applicants.

## Recruitment Methods

### The three recruitment strategies most successfully used by employers include:

In-House Promotion or Transfer	71%
Newspaper Ads	76%
Employee Referrals	41%

### Turnover

9%

### Occupation Size

Small (100 – 110)

### Employee Profile

44% Female

56% Male

### Where the Jobs Are

SIC 5141 Groceries

SIC 59 Retail stores

### Projections

Growth Rate: Slower than average (10.0%)

In the last 12 months, percentage of firms whose employment:

Declined	12%
Remained Stable	59%
Grew	29%

### Source of Filled Vacancies:

Of the 10 positions filled in the past 12 months, 50% were hired to fill vacated positions and 50% were hired to fill new positions.

### Next 24 Months:

Employment in this occupation is not expected to decline. Most employers (76%) stated that they expected employment in this occupation to remain stable, while some employers (24%) expect employment to grow.

## Other Relevant Information

### Career Track

Many employers (47%) promote their employees to higher level positions such as Purchasing Manager and Inventory Analyst.

### Skills Important for Career Advancement

People skills, communication, industry experience, creativity, negotiations, and building good supplier relationships

### State Outlook

Between 1998 and 2008, this occupation is expected to grow 11.8% while the total growth for all the occupations is expected to grow 23.6% during this period in California.

### Related DOT Codes

See Appendix A

**OES 531230 Adjustment Clerks**

<b>DOT Code</b>	<b>DOT Title</b>	<b>DOT Code</b>	<b>DOT Title</b>
191.167-022	Service Representative	241.367-034	Tire Adjuster
241.267-034	Investigator, Utility-Bill Complaint	241-387-010	Claims Clerk
241.367-014	Customer-Complaint Clerk		

**OES 130140 Administrative Services Managers**

<b>DOT Code</b>	<b>DOT Title</b>	<b>DOT Code</b>	<b>DOT Title</b>
162.117-014	Contract Administrator	188.117-122	Property-Utilization Manager
163.167-026	Property-Disposal Officer	188-167.106	Unclaimed Property Officer
169.167-034	Manager, Office	189-167-022	Manager, Department
187.117-062	Radiology Administrator	189-167.030	Program Manager

**OES 680140 Amusement and Recreation Attendants**

<b>DOT Code</b>	<b>DOT Title</b>	<b>DOT Code</b>	<b>DOT Title</b>
195.367-030	Recreation Aide	342.667-010	Wharf Attendant
340.367-010	Desk Clerk, Bowling Floor	342-667-014	Attendant, Arcade
340.477-010	Racker	342.677-010	Ride Attendant
341.367-010	Recreation-Facility Attendant	343.367-010	Card Player
341.464-010	Skate-Shop Attendant	343.464-010	Gambling Dealer
341.665-010	Ski-Tow Operator	343.467-010	Cardroom Attendant I
341.677-010	Caddie	343.467-014	Floor Attendant
341.683.010	Golf-Range Attendant	343.467-022	Keno Writer
342.257-010	Weight Guesser	343.577-010	Cardroom Attendant II
342.657-010	Barker	349-664-010	Amusement Park Worker
342.657-014	Game Attendant	349.674-010	Animal-Ride Attendant
3432.663-010	Ride Operator	349.677-010	Cabana Attendant
342.665-010	Fun-House Operator	349-677-014	Coach Driver

**OES 939560 Assemblers & Fabricators – Except Machine, Electrical & Precision**

<b>DOT Code</b>	<b>DOT Title</b>	<b>DOT Code</b>	<b>DOT Title</b>
518.684-022	Wax-Pattern Assembler	700.684-082	Watch-Band Assembler
580.684-010	Blocker, Hand I	700.687-010	Bench Worker, Hollow Handle
580.684-014	Blocker, Hand II	700.687-026	Charger II
585.687-022	Patcher	701.687-010	Assembler
669.364-010	Inspector, Assembly	703.684-014	Cupboard Builder
669.682-014	Barrel Assembler	703.685-010	Pail Bailer
692.685-118	Light-Bulb Assembler	706.484-010	Drapery-Rod Assembler
692.685-218	Thermostat-Assembly-Machine-Tender, Automatic	706.684-018	Assembler, Product
700.684-014	Assembler	706.684-022	Assembler, Small Products I
700.684-042	Hollow-Handle-Knife Assembler	706.684-030	Atomizer Assembler
700.684-070	Silverware Assembler	706.684-034	Bar and Filler Assembler
		706.684-042	Bench Assembler

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## **OES 853020 Automotive Mechanics**

<b>DOT Code</b>	<b>DOT Title</b>	<b>DOT Code</b>	<b>DOT Title</b>
620.261-010	Automobile Mechanic	620.381-010	Automobile-Radiator Mechanic
620.261-012	Automobile-Mechanic Apprentice	620.381-022	Repairer, Heavy
620.261-030	Automobile-Service-Station Mechanic	620.684-018	Brake Adjuster
620.261-034	Automotive-Cooling-System Diagnostic Technician	620.684-022	Clutch Rebuilder
620.281-010	Air-Conditioning Mechanic	625.281-022	Fuel-Injection Servicer
620.281-026	Brake Repairer	706.381-046	Wheelwright
620.281-038	Front-End Mechanic	806.361-026	New-Car Get-Ready Mechanic
620.281-046	Maintenance Mechanic	806.684-038	Automobile-Accessories Installer
620.281-062	Transmission Mechanic	807.664-010	Muffler Installer
620.281-066	Tune-Up Mechanic	807.684-022	Floor Service Worker, Spring
620.281-070	Vehicle-Fuel-Systems Converter	825.381-014	Automatic-Window-Seat-and- Top-Lift Repairer

## **OES 535080 Bill And Account Collectors**

<b>DOT Code</b>	<b>DOT Title</b>
241.357-010	Collection Clerk
241.367-010	Collector
241.367-022	Repossessor

## **OES 553440 Billing, Cost and Rate Clerks**

<b>DOT Code</b>	<b>DOT Title</b>	<b>DOT Code</b>	<b>DOT Title</b>
184.387-010	Wharfinger	214.387-010	Billing-Control Clerk
214.267-010	Rate Analyst, Freight	214.387-014	Rate Reviewer
214.362-010	Demurrage Clerk	214.387-018	Services Clerk
214.362-014	Documentation-Billing Clerk	214.467-010	Foreign Clerk
214.362-022	Insurance Clerk	214.467-014	Pricer, Message & Delivery Service
214.362-026	Invoice-Control Clerk	214.482-014	Deposit-Refund Clerk
214.362-038	Traffic-Rate Clerk	214.482-018	Medical-Voucher Clerk
214.362-042	Billing Clerk	214.482-022	Rater
214.382-014	Billing Typist	214.587-010	Telegraph-Service Rater
214.382-018	C.O.D. Clerk	216.382-034	Cost Clerk
214.382-022	Interline Clerk	216.382-050	Policy-Value Calculator
214.382-026	Revising Clerk	216.382-054	Receipt-and-Report Clerk
214.382-030	Settlement Clerk	241.267-026	Deposit Clerk

## **OES 553380 Bookkeeping, Accounting and Auditing Clerks, Incl. Bookkeepers**

<b>DOT Code</b>	<b>DOT Title</b>	<b>DOT Code</b>	<b>DOT Title</b>
209.687-010	Checker II	210.382-030	Classification-Control Clerk
210.362-010	Distribution-Accounting Clerk	210.382-038	Credit-Card Clerk
210.367-010	Account-Information Clerk	210.382-042	Fixed-Capital Clerk
210.367-014	Foreign-Exchange-Position Clerk	210.382-046	General-Ledger Bookkeeper
210.382-010	Audit Clerk	210.382-050	Mortgage-Loan-Computation Clerk
210.382-014	Bookkeeper	210.382-054	Night Auditor

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**OES 553380 Bookkeeping, Accounting and Auditing Clerks, Incl. Bookkeepers CONT.**

<b>DOT Code</b>	<b>DOT Title</b>	<b>DOT Code</b>	<b>DOT Title</b>
210.382-062	Securities Clerk	216.382-058	Returned-Item Clerk
216.362-014	Collection Clerk	216.482-010	Accounting Clerk
216.362-022	Food-and-Beverage Controller	216.482-026	Dividend-Deposit-Voucher Clerk
216.362-026	Mortgage-Accounting Clerk	216.587-010	Booking Clerk
216.362-034	Reserves Clerk	219.362-066	Voucher Clerk
216.362-038	Electronics Funds Transfer Coordinator	219.367-042	Canceling and Cutting Control Clerk
216.362-042	Margin Clerk I	219.367-050	Letter-of-Credit Clerk
216.382-022	Budget Clerk	219.487-010	Tax Clerk
216.382-026	Clearing-House Clerk	219.587-010	Parimutuel-Ticket Checker

**OES 871020 Carpenters**

<b>DOT Code</b>	<b>DOT Title</b>	<b>DOT Code</b>	<b>DOT Title</b>
806.281-058	Carpenter, Prototype	860.381-062	Shipwright Apprentice
860.281-010	Carpenter, Maintenance	860.381-066	Tank Builder and Erector
860.281-014	Carpenter, Ship	860.381-070	Tank Erector
860.361-010	Boatbuilder, Wood	860.664-010	Carpenter I
860.361-014	Boatbuilder Apprentice, Wood	860.681-010	Carpenter II
860.381-022	Carpenter	860.684-010	Builder, Beam
860.381-026	Carpenter Apprentice	860.684-014	Sider
860.381-030	Carpenter, Bridge	863.684-010	Composition-Weatherboard Applier
860.381-034	Carpenter, Mold	869.361-018	Sign Erector-and-Repairer
860.381-038	Carpenter, Railcar	869.381-010	House Repairer
860.381-042	Carpenter, Rough	869.381-034	Timber Framer
860.381-046	Form Builder	869.684-018	Assembler, Subassembly
860.381-050	Joiner	869.684-034	Lay-Out Worker
860.381-054	Joiner Apprentice	869.684-042	Roof Assembler I
860.381-058	Shipwright	962.281-010	Prop Maker

**OES 490230 Cashiers**

<b>DOT Code</b>	<b>DOT Title</b>	<b>DOT Code</b>	<b>DOT Title</b>
209.567-014	Order Clerk, Food and Beverage	211.467-010	Cashier, Courtesy Booth
211.362-010	Cashier I	211.467-014	Money Counter
211.367-010	Paymaster of Purses	211.467-018	Parimutuel-Ticket Cashier
211.462-010	Cashier II	211.467-022	Parimutuel-Ticket Seller
211.462-014	Cashier-Checker	211.467-026	Sheet Writer
211.462-018	Cashier-Wrapper	211.467-030	Ticket Seller
211.462-022	Cashier, Gambling	211.467-034	Change Person
211.462-026	Check Cashier	211.482-010	Cashier, Tube Room
211.462-030	Drivers'-Cash Clerk	249.467-010	Information Clerk-Cashier
211.462-034	Teller	294.567-010	Auction Clerk
211.462-038	Toll Collector		

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### **OES 251051 Computer Programmers, Including Aides**

<b>DOT Code</b>	<b>DOT Title</b>	<b>DOT Code</b>	<b>DOT Title</b>
030.162-010	Computer Programmer	030.167-010	Chief, Computer Programmer
030.162-018	Programmer, Engineering and Scientific	030.162-010	Computer Programmer
		972.382-022	Photo Mask Technician

### **OES 219080 Construction and Building Inspectors**

<b>DOT Code</b>	<b>DOT Title</b>	<b>DOT Code</b>	<b>DOT Title</b>
168.167-030	Inspector, Building	168.267-010	Building Inspector
168.167-034	Inspector, Electrical	168.267-102	Plan Checker
168.167-038	Inspector, Elevators	182.267-010	Construction Inspector
168.167-046	Inspector, Heating & Refrigeration	850.387-010	Inspector of Dredging
168.167-050	Inspector, Plumbing	850.467-010	Grade Checker

### **OES 221260 Electrical and Electronic Engineers**

<b>DOT Code</b>	<b>DOT Title</b>	<b>DOT Code</b>	<b>DOT Title</b>
003.061-010	Electrical Engineer	003.167-050	Power-Transmission Engineer
003.061-014	Electrical Test Engineer	003.167-054	Protection Engineer
003.061-018	Electrical-Design Engineer	003.167-058	Supervisor, Microwave
003.061-022	Electrical-Prospecting Engineer	003.167-066	Transmission-and-Protection Engineer
003.061-026	Electrical-Research Engineer		
003.061-030	Electronics Engineer	003.187-010	Central-Office Equipment Engineer
003.061-034	Electronics-Design Engineer		
003.061-038	Electronics-Research Engineer	003.187-014	Commercial Engineer
003.167-046	Power-Distribution Engineer	003.187-018	Customer-Equipment Engineer

### **OES 720000 First-Line Supervisors – Agriculture, Forestry, Fishing & Related**

<b>DOT Code</b>	<b>DOT Title</b>	<b>DOT Code</b>	<b>DOT Title</b>
180.167-014	Field Supervisor, Seed Production	407.131-010	Supervisor, Diversified Crops
180.167-022	Group Leader	408.131-010	Supervisor, Spray, Lawn and Tree Service
180.167-050	Migrant Leader		
401.137-010	Supervisor, Area	408.137-010	Supervisor, Insect and Disease Inspection
401.137-014	Supervisor, Detasseling Crew	408.137-014	Supervisor, Tree-Trimming
402.131-010	Supervisor, Vegetable Farming	409.117-010	Harvest Contractor
403.131-010	Supervisor, Tree-Fruit-and-Nut Farming	409.131-010	Supervisor, Picking Crew
403.131-014	Supervisor, Vine-Fruit Farming	409.137-010	Irrigator, Head
404.131-010	Supervisor, Field-Crop Farming	409.137-014	Row Boss, Hoeing
404.131-014	Supervisor, Shed Workers	410.131-010	Barn Boss
405.131-010	Supervisor, Horticultural-Specialty Farming	410.131-014	Supervisor, Artificial Breeding Ranch
405.137-010	Supervisor, Rose-Grading	410.131-018	Supervisor, Dairy Farm
406.134-010	Supervisor, Cemetery Workers	410.131-022	Supervisor, Stock Ranch
406.134-014	Supervisor, Landscape	410.134-014	Supervisor, Wool-Shearing
406.137-010	Greenskeeper I	410.134-018	Supervisor, Kennel
406.137-014	Superintendent, Greens	410.134-022	Supervisor, Research Dairy Farm

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**OES 720000 First-Line Supervisors – Agriculture, Forestry, Fishing & Related CONT.**

<b>DOT Code</b>	<b>DOT Title</b>	<b>DOT Code</b>	<b>DOT Title</b>
410.137-010	Camp Tender	418.137-014	Supervisor, Research Kennel
410.137-014	Top Screw	446.133-010	Supervisor, Shellfish Farming
410.137-018	Supervisor, Animal Maintenance	446.134-010	Supervisor, Fish Hatchery
411.131-010	Supervisor, Poultry Farm	451.137-010	Forest Nursery Supervisor
411.137-010	Supervisor, Poultry Hatchery	451.137-014	Supervisor, Christmas-Tree Farm
412.131-010	Supervisor, Game Farm	455.134-010	Supervisor, Log Sorting
412.137-010	Animal Keeper, Head	459.133-010	Supervisor, Logging
418.137-010	Supervisor, Laboratory Animal Facility	921.131-010	Hook Tender
		929.137-034	Yard Supervisor, Cotton Gin

**OES 810050 First-Line Supervisors and Manager Supervisors – Construction Trades and Extractive Workers**

<b>DOT Code</b>	<b>DOT Title</b>	<b>DOT Code</b>	<b>DOT Title</b>
184.167-234	Supervisor of Way	862.131-014	Pipe-Fitter Supervisor
559.134-010	Quality-Control Supervisor	862.131-018	Plumber Supervisor
638.131-034	Maintenance Supervisor, Mobile Battery Equipment	862.131-022	Supervisor, Pipelines
801.131-010	Supervisor, Chimney Construction	862.134-014	Supervisor, Water Softener Service
809.131-018	Supervisor, Structural-Steel Erection	863.134-014	Supervisor, Insulation
819.132-010	Supervisor, Flame Cutting	865.131-010	Glazier Supervisor
825.131-010	Electrician Supervisor	866.131-010	Roofing Supervisor
829.131-014	Electrician Supervisor	869.131-010	Cabin-Equipment Supervisor
840.131-010	Supervisor, Painting	869.131-014	Concreting Supervisor
840.131-014	Supervisor, Painting, Shipyard	869.131-018	Field-Assembly Supervisor
841.137-010	Supervisor, Billposting	869.131-022	House-Mover Supervisor
842.131-010	Supervisor, Dry-Wall Application	869.131-034	Tankage Supervisor
842.131-014	Supervisor, Lathing	869.131-038	Supervisor, Swimming-Pool Maintenance
842.131-018	Supervisor, Plastering	869.134-026	Supervisor, Asbestos Removal
842.134-010	Supervisor, Taping	869.367-010	Assistant Construction Superintendent
850.133-010	Supervisor, Reclamation	899.131-010	Labor-Crew Supervisor
850.137-010	Supervisor, Core Drilling	899.131-018	Utilities-and-Maintenance Supervisor
859.133-010	Supervisor, Right-Of-Way Maintenance	899.134-010	Highway-Maintenance Supervisor
859.137-014	Supervisor, Pile Driving	930.130-010	Tool Pusher
859.137-018	Supervisor, Tunnel Heading	930.131-010	Field Supervisor, Oil-Well Services
860.131-010	Supervisor, Acoustical Tile Carpenters	930.134-010	Quarry Supervisor, Dimension Stone
860.131-014	Supervisor, Boatbuilders, Wood	932.132-010	Bank Boss
860.131-018	Supervisor, Carpenters	932.132-014	Surface Supervisor
860.131-022	Supervisor, Joiners	939.131-010	Quarry Supervisor, Open Pit
860.131-026	Supervisor, Mold Construction	939.132-010	Dredge Operator Supervisor
861.131-010	Bricklayer Supervisor	939.132-014	Oil-Well-Services Supervisor
861.131-014	Chimney Supervisor, Brick	939.137-022	Supervisor, Harvesting
861.131-018	Stonemason Supervisor	955.133-010	Sanitary-Landfill Supervisor
861.131-022	Supervisor, Marble	970.137-010	Supervisor, Sign Shop
861.131-026	Supervisor, Terrazzo		
862.131-010	Pipe-Fitter Supervisor		

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### **OES 630470 Guards and Watch Guards**

<b>DOT Code</b>	<b>DOT Title</b>	<b>DOT Code</b>	<b>DOT Title</b>
372.563-010	Armored-Car Guard and Driver	372.667-034	Guard, Security
372.567-010	Armored-Car Guard	372.667-038	Merchant Patroller
372.667-010	Airline Security Representative	376.667-010	Bouncer
372.667-014	Bodyguard	376.667-010	Golf-Course Ranger
372.667-030	Gate Guard		

### **OES 859020 Heating, Air Conditioning and Refrigeration Mechanics/Installers**

<b>DOT Code</b>	<b>DOT Title</b>	<b>DOT Code</b>	<b>DOT Title</b>
637.261-014	Heating and Air-conditioning Installer	637.381-014	Refrigeration Unit Repairer
		827.361-014	Refrigeration Mechanic
637.261-026	Refrigeration Mechanic	862.261-018	Oil-Burner-Servicer-and Installer
637.261-030	Solar-Energy-System Installer	862.361-010	Furnace Installer
637.261-034	Air and Hydronic Balancing Tech.	869.281-010	Furnace Installer-and Repairer
637.381.010	Evaporative-Cooler Installer		

### **OES 927470 Industrial Truck and Tractor Operators**

<b>DOT Code</b>	<b>DOT Title</b>	<b>DOT Code</b>	<b>DOT Title</b>
519.663-014	Hot-Car Operator	921.683-070	Straddle-Truck Operator
519.683-014	Larry Operator	921-683.078	Transfer-Car Operator
921.583-010	Transfer-Car Operator	929.583-010	Yard Worker
921.683-042	Front-End Loader Operator	929.683-014	Tractor Operator
921.683.050	Industrial-Truck Operator		

### **OES 313210 Instructors and Coaches – Sports and Physical Training**

<b>DOT Code</b>	<b>DOT Title</b>
099.224-010	Instructor, Physical Education
153.227-014	Instructor, Physical
153.227-018	Instructor, Sports

### **OES 927260 Laundry and Dry-Cleaning Machine Operators and Tenders – Except Pressers**

<b>DOT Code</b>	<b>DOT Title</b>	<b>DOT Code</b>	<b>DOT Title</b>
361.665-010	Washer, Machine	362.684-014	Fur Cleaner
361.682-010	Rug Cleaner, Machine	362.684-026	Leather Cleaner
361.684-010	Launderer, Hand	362.685-010	Feather Renovator
361.684-014	Laundry Worker I	364.684-010	Rug Dryer II
361.685-014	Continuous-Towel Roller	369.684-014	Laundry Operator
361.685-018	Laundry Worker II	369.685-010	Fur Blower
361.685-022	Patching-Machine Operator	369.685-014	Fur Cleaner, Machine
362.382-010	Dry-Cleaner Apprentice	589.685-038	Dry Cleaner
362.382-014	Dry-Cleaner		

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## **OES 53121    Loan and Credit Clerks**

<b>DOT Code</b>	<b>DOT Title</b>	<b>DOT Code</b>	<b>DOT Title</b>
205.367-022	Credit Clerk	249.362-014	Mortgage Clerk
219.362-038	Mortgage-Closing Clerk	249.362-018	Mortgage Loan Closer
219.367-046	Disbursement Clerk	249.362-022	Mortgage Loan Processor

## **OES 891080    Machinists**

<b>DOT Code</b>	<b>DOT Title</b>	<b>DOT Code</b>	<b>DOT Title</b>
600.260-018	Model Maker, Firearms	600.280-042	Maintenance Machinist
600.260-022	Machinist, Experimental	600.281-010	Fluid-Power Mechanic
600.280-022	Machinist	600.380-010	Fixture Maker
600.280-026	Machinist Apprentice	693.261-022	Rocket-Motor Mechanic
600.280-030	Machinist Apprentice, Automotive	714.281-018	Machinist, Motion-Picture Equipment
600.280-034	Machinist, Automotive		

## **OES 221350    Mechanical Engineers**

<b>DOT Code</b>	<b>DOT Title</b>	<b>DOT Code</b>	<b>DOT Title</b>
007.061-010	Automotive Engineer	007.061-038	Applications Engineer, Manufacturing
007.061-014	Mechanical Engineer	007.061-042	Stress Analyst
007.061-018	Mechanical-Design Engineer, Facilities	007.161-022	Mechanical Research Engineer
007.061-022	Mechanical-Design Engineer, Products	007.161-034	Test Engineer, Mechanical Equipment
007.061-026	Tool Designer	007.161-038	Solar-Energy-Systems Designer
007.061-030	Tool-Designer Apprentice	007.267-010	Drawings Checker, Engineering
007.061-034	Utilization Engineer		

## **OES 553140    Personnel Clerks – Except Payroll and Timekeeping**

<b>DOT Code</b>	<b>DOT Title</b>	<b>DOT Code</b>	<b>DOT Title</b>
205.362-010	Civil-Service Clerk	205.567-010	Benefits Clerk II
205.362-014	Employment Clerk	209.362-026	Personnel Clerk
205.362-022	Identification Clerk	241.267-010	Agent-Contract Clerk
205.367-050	Supervisor, Contingents	249.367-090	Assignment Clerk
205.367-062	Referral Clerk, Temporary Help Agency		

## **OES 553050    Receptionists and Information Clerks**

<b>DOT Code</b>	<b>DOT Title</b>	<b>DOT Code</b>	<b>DOT Title</b>
203.362-014	Credit Reporting Clerk	237.367-022	Information Clerk
205.367-038	Registrar	237.367-026	Land-Leasing Examiner
237.267-010	Information Clerk, Auto. Club	237.367-038	Receptionist
237.367-010	Appointment Clerk	237.367-042	Referral-and-Information Aide
237.367-018	Information Clerk	237.367-046	Telephone Quotation Clerk

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### **OES 553050 Receptionists and Information Clerks CONT.**

<b>DOT Code</b>	<b>DOT Title</b>	<b>DOT Code</b>	<b>DOT Title</b>
237.367-050	Tourist-Information Assistant	249.262-010	Policyholder-Information Clerk
238.367-022	Space Scheduler	249.367-082	Park Aide
238.367-034	Scheduler		

### **OES 325020 Registered Nurses**

<b>DOT Code</b>	<b>DOT Title</b>	<b>DOT Code</b>	<b>DOT Title</b>
075.124-010	Nurse, School	075.137-014	Nurse, Head
075.124-014	Nurse, Staff, Community Health	075.167-010	Nurse, Supervisor
075.127-014	Nurse, Consultant	075.264-010	Nurse Practitioner
075.127-026	Nurse, Supervisor, Community- Health Nursing	075.264-014	Nurse-Midwife
075.127-030	Nurse, Supervisor, Evening-or-Night	075.364-010	Nurse, General Duty
075.127-034	Nurse, Infection Control	075.371-010	Nurse Anaesthetist
075.137-010	Nurse, Supervisor, Occupational Health Nursing	075.374-014	Nurse, Office
		075.374-018	Nurse, Private Duty
		075.374-022	Nurse, Staff, Occupational Health Nursing

### **OES 430170 Sales Agents – Selected Business Services**

<b>DOT Code</b>	<b>DOT Title</b>	<b>DOT Code</b>	<b>DOT Title</b>
165.157-010	Song Plugger	252.357-010	Crating-And-Moving Estimator
236.252-010	Rep., Personal Services	252.357-014	Sales Rep., Shipping
250.357-022	Sales Rep.	253-157.010	Communications Consultant
251.157-014	Sales Rep., Data Processing Services	253.257-010	Sales Rep., Telephone Services
251.257-014	Sales Agent, Psychological Tests	253.357-010	Sales Rep., Public Utilities
251.357-010	Sales Agent, Business Services	254.357-018	Sales Rep., Printing
251.357-018	Sales Agent, Pest Control Services	259.157-014	Sales Rep., Hotel Services
251.357-022	Sales Rep., Franchise	259.257-018	Sales Rep., Elevators & Escalators
251.357-026	Sales Rep., Herbicide	259.257-022	Sales Rep., Security Systems
252.257-010	Traffic Agent	259.357-030	Sales Rep., Weather-Forecast
		259.357-038	Tobacco-Warehouse Agent

### **OES 490050 Sales Representatives – Scientific and Related Products and Services – Except Retail**

<b>DOT Code</b>	<b>DOT Title</b>	<b>DOT Code</b>	<b>DOT Title</b>
259.257-014	Sales Rep., Electroplating	271.354-010	Sales Rep., Electric Motors
262.157-010	Pharmaceutical Detailer	271.357-010	Sales Rep., Electronic Parts
262.357-010	Sales Rep., Chemical and Drugs	272-357-010	Sales Rep., Animal-Feed Products
262.357-022	Sales Rep., Water Treatment Chemicals	272.357-014	Sales Rep., Farm and Garden Equipment
271.257-010	Sales Rep., Communication Equipment	272-357-018	Sales Rep., Poultry Equipment and Supplies
271.352-010	Sales Rep., Radiographic Inspection Equipment	273.253-010	Sales Rep., Aircraft
271.352-014	Sales Rep., Ultrasonic Equipment	273.357-010	Sales Rep., Aircraft Equipment and Parts

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**OES 490050 Sales Representatives – Scientific and Related Products and Services – Except Retail CONT.**

<b>DOT Code</b>	<b>DOT Title</b>	<b>DOT Code</b>	<b>DOT Title</b>
273.357-026	Sales Rep., Railroad Equipment and Supplies	274-357-054	Sales Rep., Metals
274.157-010	Sales Rep., Elevators & Escalators	274.357-058	Sales Rep., Oil Field Supplies and Equipment
274.257-010	Sales Rep., Foundry and Machine Shop	274.357-070	Sales Rep., Textile Machinery
274.357-010	Sales Rep., Abrasives	274.357-074	Sales Rep., Welding Equipment
274.357-018	Sales Rep., Building Equipment and Supplies	274.357-078	Sales Rep., Wire Rope
274.357-022	Sales Rep., Construction Machinery	275-257-010	Sales Rep., Computers and EDP Systems
274.357-030	Sales Rep., Dairy Supplies	276-257-010	Sales Rep., Dental and Medical Equipment
274.357-038	Sales Rep., Industrial Machinery	276.257-014	Sales Rep., Weighing and Force Measurement
274.357-046	Sales Rep., Lubricating Equipment	276.257-022	Salesperson, Surgical Appliances
274.357-050	Sales Rep., Material-Handling Equipment	276.357-014	Sales Rep., Precision Instruments
		276.357-018	Sales Rep., Veterinarian Supplies
		299.251-010	Sales-Service Rep. Milking Machines

**OES 580230 Stock Clerks – Stockroom, Warehouse, Storage Yard**

<b>DOT Code</b>	<b>DOT Title</b>	<b>DOT Code</b>	<b>DOT Title</b>
219.367-018	Merchandise Distributor	221.587-022	Outsole Scheduler
219.387-026	Space-and-Storage Clerk	222.167-010	Metal-Control Coordinator
219.387-030	Stock Control Clerk	222.367-014	Cut-File Clerk
221.587-018	Odd-Piece Checker		

**OES 313080 Teachers – Secondary Education**

<b>DOT Code</b>	<b>DOT Title</b>	<b>DOT Code</b>	<b>DOT Title</b>
091.221-010	Teacher, Industrial Arts	099.224-010	Instructor, Physical Education
091.227-010	Teacher, Secondary School	099.227-022	Instructor, Military Science

**OES 313110 Teachers – Special Education**

<b>DOT Code</b>	<b>DOT Title</b>	<b>DOT Code</b>	<b>DOT Title</b>
094.107-010	Work-Study Coordinator, Special Education	094.227-026	Teacher, Vocational Training
094.224-010	Teacher, Hearing Impaired	094.227-030	Teacher, Learning Disabled
094.224-014	Teacher, Physically Impaired	094.267-010	Evaluator
094.224-018	Teacher, Visually Impaired	099.227-042	Teacher, Resource
094.227-010	Teacher, Emotionally Impaired	187.134-010	Supervisor, Contract-Sheltered Workshop
094.227-022	Teacher, Mentally Impaired	195.227-018	Teacher, Home Therapy

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### **OES 315050 Technical Assistants – Library**

<b>DOT Code</b>	<b>DOT Title</b>	<b>DOT Code</b>	<b>DOT Title</b>
100.367-010	Bibliographer	100.367-026	Music Librarian, International
100.367-014	Classifier		Broadcast
100.367-018	Library Technical Assistant	100.387-010	Catalog Librarian
100.367-022	Music Librarian		

### **OES 490260 Telemarketers, News and Street Vendors, Telephone Solicitors, Door-to-Door Sales Workers and Other Related Workers**

<b>DOT Code</b>	<b>DOT Title</b>	<b>DOT Code</b>	<b>DOT Title</b>
279.357-038	Salesperson – Demonstrator	291.457-014	Lounge-Car Attendant
291.157-010	Subscription Crew Leader	291.457-018	Peddler
291.357-010	Sales Rep. – Door-to-Door	291.457-022	Vendor
291.454-010	LEI Seller	292.457-010	Newspaper Carrier
291.457-010	Cigarette Vendor	299.357-014	Telephone Solicitor

### **OES 213020 Wholesale and Retail Buyers – Except Farm Products**

<b>DOT Code</b>	<b>DOT Title</b>
162.157-018	Buyer
162.157.022	Buyer, Assistant

### **Occupations With No DOT Information**

Activity Directors	Licensed Vocational Nurses
Administrative Assistants	Maids and Housekeeping Cleaners
Assemblers – Electrical and Electronic	Managers, Personnel
Equipment – Precision	Medical Assistants
Computer Support Specialists	New Account Clerks
Cost Estimators	(DOT 205.362-026 Customer Service Reps.)
Customer Service Representatives	Office Managers
Dental Assistants	Pharmacy Technicians
Drywall Installers	Production Inspectors, Testers, Graders, Sorters,
Home Health Aides	Samplers and Weighers
Hotel Desk Clerks	Recreation Workers
Instructional Aides	Residential Counselors
Internet Web Site Designers/Developers,	Separating, Filtering, Clarifying, Precipitating
or Webmasters	and Still Machine Operators
Lab Technicians – Winery	Stock Clerks – Sales Floor
Laborers, Landscaping and Groundskeeping	Technical Writers (DOT 131.267-026 Writer,
Legal Secretaries	Technical Publications)

## Appendix B

### San Luis Obispo County Occupational Projections 1997-2004 50 Occupations with the Largest Growth

OES #	Occupation	1997	2004	New Jobs	%Change
49011	Salespersons – Retail	3,690	4,230	540	14.60%
49023	Cashiers	2,520	2,890	370	14.70%
19005	General Managers, Top Executives	2,310	2,530	220	9.50%
63017	Correction Officers, Jailers	890	1,090	200	22.50%
85132	Maintenance Repairers, General Utility	1,130	1,330	200	17.70%
79041	Laborers, Landscaping and Groundskeeping	1,380	1,560	180	13.00%
65041	Combined Food Preparation and Service	1,760	1,930	170	9.70%
25104	Computer Supports Specialist	370	530	160	43.20%
55347	General Office Clerks	2,160	2,320	160	7.40%
31305	Teachers – Elementary Education	1,430	1,580	150	10.50%
31521	Teacher Aides, Paraprofessional	450	600	150	33.30%
65008	Waiters and Waitresses	2,020	2,170	150	7.40%
53905	Teachers Aides & Education Assistants, Clerical	460	590	130	28.30%
65038	Food Preparation Workers	950	1,070	120	12.60%
31308	Teachers – Secondary Education	610	720	110	18.00%
55305	Receptionists, Information Clerks	690	800	110	15.90%
63014	Police Patrol Officers	480	580	100	20.80%
25102	Systems Analysts – Electronic Data Processors	180	270	90	50.00%
27308	Human Services Workers	160	250	90	56.30%
31303	Teachers – Preschool	480	570	90	18.80%
68038	Child Care Workers	430	520	90	20.90%
97102	Truck Drivers – Heavy	750	840	90	12.00%
22127	Computer Engineers	170	250	80	47.10%
31321	Instructors and Coaches – Sports	250	330	80	32.00%
32502	Registered Nurses	1,210	1,290	80	6.60%
65032	Cooks – Specialty Fast Food	490	570	80	16.30%
97105	Truck Drivers – Light	640	720	80	12.50%
53102	Tellers	530	600	70	13.20%
58023	Stock Clerks – Stockroom/Warehouse	410	480	70	17.10%
65021	Bakers – Bread and Pastry	330	400	70	21.20%
65026	Cooks – Restaurant	640	710	70	10.90%
85302	Automotive Mechanics	610	680	70	11.50%
85702	Telephone/Cable TV Installers	210	280	70	33.30%
27311	Recreation Workers	350	410	60	17.10%
49017	Counter and Rental Clerks	270	330	60	22.20%
63047	Guards and Watch Guards	480	540	60	12.50%
65014	Dining Room Attendants, Bar Helpers	330	390	60	18.20%
65017	Counter Attendants – Food	590	650	60	10.20%
87102	Carpenters	430	490	60	14.00%
95002	Water Treatment Plant Operators	300	360	60	20.00%
98902	Hand Packers and Packages	490	550	60	12.20%
15005	Education Administrators	410	460	50	12.20%
15026	Food Service and Lodging Managers	330	380	50	15.20%
22121	Civil Engineers	320	370	50	15.60%
27307	Residential Counselors	160	210	50	31.30%
31311	Teachers – Special Education	120	170	50	41.70%
58028	Traffic/Shipping/Receiving Clerks	590	640	50	8.50%
66008	Nurse Aides, Orderlies, Attendants	590	640	50	8.50%
67005	Janitors, Cleaners – Except Maids	1,170	1,220	50	4.30%
87311	Concrete and Terrazzo Finishers	200	250	50	25.00%

Source: Table 4 – Occupational Projections for San Luis Obispo County Published by Employment Development Department/Labor Market Information Division (March 1999 Benchmark.) Excludes not elsewhere classified (NEC) categories and occupations with employment of less than 100 in 2004.

## Appendix C

### San Luis Obispo County Occupational Projections 1997-2004 50 Occupations with the Fastest Growth

OES #	Occupation	1997	2004	New Jobs	%Change
27308	Human Services Workers	160	250	90	56.30%
25102	Systems Analysts – Electronic Data Processors	180	270	90	50.00%
28305	Paralegal Personnel	80	120	40	50.00%
22127	Computer Engineers	170	250	80	47.10%
68014	Amusement Recreation Attendants	90	130	40	44.40%
25104	Computer Support Specialists	370	530	160	43.20%
31311	Teachers – Special Education	120	170	50	41.70%
25103	Data Base Administrators	100	140	40	40.00%
31521	Teachers Aides, Paraprofessional	450	600	150	33.30%
85702	Telephone/Cable TV Installers	210	280	70	33.30%
31321	Instructors and Coaches – Sports	250	330	80	32.00%
27307	Residential Counselors	160	210	50	31.30%
53123	Adjustment Clerks	130	170	40	30.80%
66017	Physical Therapy Assistants and Aides	100	130	30	30.00%
53905	Teacher Aides and Educational Assistants, Clerical	460	590	130	28.30%
13017	Engineer/Math/Natural Science Managers	110	140	30	27.30%
98315	Helpers – Plumbers and Related	190	240	50	26.30%
87311	Concrete and Terrazzo Finishers	200	250	50	25.00%
15011	Property and Real Estate Managers	120	150	30	25.00%
21108	Loan Officers and Counselors	120	150	30	25.00%
32911	Medical Records and Technicians	120	150	30	25.00%
53902	Library Assistant and Bookmobile Drivers	120	150	30	25.00%
32308	Physical Therapists	80	100	20	25.00%
87317	Plasterers and Stucco Masons	80	100	20	25.00%
13011	Marketing/Advertising/Public Relation Managers	170	210	40	23.50%
32908	Dental Hygienists	130	160	30	23.10%
53508	Bill and Account Collectors	130	160	30	23.10%
97956	Operating Engineers	130	160	30	23.10%
63017	Correction Officers, Jailers	890	1,090	200	22.50%
49017	Counter and Rental Clerks	270	330	60	22.20%
27302	Social Workers – Medical, Psychiatric	180	220	40	22.20%
21911	Compliance/Enforce Inspectors – Except Construction	90	110	20	22.20%
97111	Bus Drivers – School	90	110	20	22.20%
87708	Paving/Tamping-Equipment Operators	140	170	30	21.40%
92512	Offset Lithographic Press Setters	140	170	30	21.40%
65021	Bakers – Bread and Pastry	330	400	70	21.20%
68038	Child Care Workers	430	520	90	20.90%
63014	Police Patrol Officers	480	580	100	20.80%
95002	Water Treatment Plant Operators	300	360	60	20.00%
15017	Construction Managers	150	180	30	20.00%
21902	Cost Estimators	100	120	20	20.00%
34038	Designers – Interior Design	100	120	20	20.00%
53105	New Accounts Clerks	100	120	20	20.00%
85902	Heating/Air Conditioning/Refrigeration Mechanics	100	120	20	20.00%
31303	Teachers – Preschool	480	570	90	18.80%
43002	Sales Agents – Planners Insurance	160	190	30	18.80%
65014	Dining Room Attendants, Bar Helpers	330	390	60	18.20%
31308	Teachers – Secondary Education	610	720	110	18.00%
85132	Maintenance Repairers, General Utility	1,130	1,330	200	17.70%
58023	Stock Clerks – Stockroom/Warehouse	410	480	70	17.10%

Source: Table 5 – Occupational Projections for San Luis Obispo County Published by Employment Development Department/Labor Market Information Division (March 1999 Benchmark.) Excludes not elsewhere classified (NEC) categories and occupations with employment of less than 100 in 2004.

*Produced by Private Industry Council of San Luis Obispo County, Inc.*

*Occupational Outlook – San Luis Obispo County 1998 – 2000*

## Appendix D

### Sample Questionnaire



#### ALL RESPONSES ARE KEPT STRICTLY CONFIDENTIAL

Whom should we contact with any further questions?

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Phone: (\_\_\_\_) \_\_\_\_\_ Fax: (\_\_\_\_) \_\_\_\_\_

#### Please return completed questionnaire to:

Creekside Career Center  
4111 Broad Street, Suite A  
San Luis Obispo, CA 93401  
Phone: (805)788-2616  
Fax: (805)541-4117

#### Activity Directors

Activity Directors develop recreational, physical education, and cultural programs for various age groups. Organize and lead groups, such as senior citizens, children, and street gangs, in activities that meet interests of individual members. May demonstrate and instruct participants in activities, such as active sports, group dances and games, art, crafts and dramatics. May organize-current events discussion groups, or conduct consumer problem surveys. May promote group work concept of enabling members to develop their own program activities. May keep records, and may recruit, train and supervise paid staff and volunteers.195164999

#### Does your firm employ any individual performing the duties in the occupation described above?

☐ Yes ☐ No

If yes, please complete this survey for the occupation described.

If no, please return this questionnaire to the above address.

If your firm has multiple locations, please confine your answers to locations in San Luis Obispo County.

1. What job title(s) does your firm use for these duties? \_\_\_\_\_

2a. How many employees does your firm currently have in this occupation? \_\_\_\_\_

2b. In this occupation, how many are: Male? \_\_\_\_\_ Female? \_\_\_\_\_

2c. In this occupation, how many current employees are there, and, on average, how many weekly hours do they work?

Regular, Full Time: \_\_\_\_\_ Average Weekly Hours Worked: \_\_\_\_\_

Regular, Part Time: \_\_\_\_\_ Average Weekly Hours Worked: \_\_\_\_\_

Temporary/On Call: \_\_\_\_\_ Average Weekly Hours Worked: \_\_\_\_\_

Seasonal: \_\_\_\_\_ Average Weekly Hours Worked: \_\_\_\_\_

3. In your firm, what shifts are available for this occupation? (check all that apply)

☐ Day ☐ Swing ☐ Graveyard ☐ Other (Please specify): \_\_\_\_\_

4. Has your firm hired in this occupation within the last 12 months? ☐ Yes ☐ No

If yes, how many were hired to fill:

vacancies resulting from promotions within your firm? \_\_\_\_\_

vacancies resulting from people in permanent positions leaving your firm? \_\_\_\_\_

new permanent positions resulting from growth? \_\_\_\_\_

temporary, on call, or seasonal positions? \_\_\_\_\_

5a. During the last 12 months, did your firm's employment in this occupation: (Check one)  
☐ Decline ☐ Remain Stable ☐ Grow

5b. Over the next 24 months, do you expect your firm's employment in this occupation to:  
(Check one)  
☐ Decline ☐ Remain Stable ☐ Grow

6. When you hire applicants for this occupation, is prior experience in this occupation required?  
☐ Yes ☐ No ☐ Not required, but preferred  
If yes or preferred, how much experience in this occupation is required/preferred? \_\_\_\_\_ (months)  
Is experience in other occupations accepted? ☐ Yes ☐ No  
If yes, please specify: Occupation: \_\_\_\_\_ (months)

7. If prior experience is required when you hire applicants for this occupation, please indicate how difficult it is for your firm to find fully qualified applicants. (Circle one)  
Not Difficult = 1    2    3    4 = Difficult

8. If prior experience is not required when you hire applicants for this occupation, please indicate how difficult it is for your firm to find qualified applicants. (Circle one)  
Not Difficult = 1    2    3    4 = Difficult

9. Does your firm accept training as a substitute for experience in this occupation? ☐ Yes ☐ No  
If yes, how many months of training can generally be substituted? \_\_\_\_\_ (months)

10. Is technical or vocational training required prior to employment in this occupation?  
☐ Yes ☐ No ☐ Not required, but preferred  
If yes or preferred, what kind of training is required/preferred? \_\_\_\_\_  
\_\_\_\_\_ (months)

11. What is the minimum level of education your firm requires when hiring an applicant in this occupation? (Check one)  
☐ Less than high school diploma  
☐ High school diploma or equivalent  
☐ Associate Degree (2 year)  
☐ Bachelor Degree (4 year)  
☐ Graduate Study

12a. What is the usual income earned by your firm's employees in this occupation at the following levels of skill and experience? ☐ Base Wage or ☐ Salary

12b. For other compensation, if applicable, please indicate the average overall earnings and type(s) of compensation.

Other Compensation \_\_\_\_\_  
Type of Compensation \_\_\_\_\_

- New hires, no experience (trained or untrained):\$ \_\_\_\_\_
  - New hires who are experienced:\$ \_\_\_\_\_
  - Experienced employees after 3 years with your firm \$ \_\_\_\_\_
- (Please check one) ☐ Hour ☐ Week ☐ Month ☐ Year

☐ Commission ☐ Tips ☐ Bonus ☐ Piece Rate ☐ Other (Please Specify): \_\_\_\_\_

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13. Are the wages for employees in this occupation subject to a collective bargaining or union agreement? ☐ Yes ☐ No

If yes, what is the name of the union or local number? \_\_\_\_\_

---

14. Please check which benefits your firm offers full-time (FT) and part-time (PT) employees in this occupation and which best describes who pays for them:

	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dental Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vision Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Life Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sick Leave	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vacation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Retirement Plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Child Care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (Please Specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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15a. Does your firm ever promote employees in this occupation to higher level positions? ☐ Yes ☐ No  
If yes, what are the titles of the positions to which they may be promoted?

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15b. What skills are important for career advancement?

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16. What computer software skills, if any, does your firm seek in applicants for this occupation?  
(Check all that apply)

☐ None ☐ Word Processing ☐ Spreadsheet ☐ Database ☐ Desktop Publishing

☐ Other (Please specify): \_\_\_\_\_

Specify software names: \_\_\_\_\_

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17. What other new skills are needed to perform the duties of this occupation?

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18. When your firm hires employees for this occupation, please select your top three most successful recruitment methods

☐ In-house promotions or transfers

☐ Newspaper ads

☐ Internet

☐ EDD

☐ Walk-in applicants

☐ Colleges/Universities

☐ School/program referrals

☐ Union hall referrals

☐ Employee referrals

☐ Private employment agencies

☐ Trade journals

☐ Other (Please specify): \_\_\_\_\_



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19. Are you aware of any new, changing, or emerging occupations in your industry? ☐ Yes ☐ No  
If yes, please specify: \_\_\_\_\_

20. The Occupational Information Network (O\*NET) system, which reflects the latest research in the field of job analysis, has not yet identified skills that are important for job performance in this occupation. Please identify below the skills that are important for job performance in this occupation for your industry

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(Note: O\*NET supplies the nation with up-dated information critical to the effective training, education, counseling and employment of workers. For more information please see <http://www.doleta.gov/programs/onet/>.)

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21. Would you like to receive a complimentary copy of the survey results for this occupation?  
☐ Yes ☐ No

**Thank you for your participation in the CCOIS program!**

## INTRODUCTION

### OVERVIEW

This training directory presents information on occupational training programs offered in San Luis Obispo and Northern Santa Barbara Counties. This is the third edition of the Training Directory produced by the Private Industry Council (PIC) of San Luis Obispo County, Inc. In addition to this resource the CCOIS system also utilizes the Enhanced State Training Inventory (ESTI), an electronic, state-wide inventory of training programs available on the Internet at <http://www.soicc.ca.gov/#sti>.

This directory is intended to be a “first reference” resource for those seeking training program information. Information presented in this directory was gathered in the spring/summer of 1999. Some school information was updated since that time; other schools may have made changes that were not available prior to publication of this directory. If schools notified PIC of changes prior to publication of this directory, they are reflected here. Other schools may have made changes that were not captured prior to publication of this directory. Users are encouraged to contact the school directly for updated course information, current fees, schedules, etc.

The scope of the programs covered in this directory was intentionally limited to help focus career counselors and students seeking specific occupational training. Almost all programs presented in this directory are programs that prepare students for specific occupations and generally take two years or less to complete. Information on schools offering Bachelor or graduate degree programs is not included in this directory. This information may be obtained from the ESTI and at the Creekside Career Center. Only private schools that are accredited with the Bureau for Private Postsecondary and Vocational Education (BPPVE) are included in this directory. No documentation of accreditation was requested by PIC. Users requiring such documentation should request this information from the school directly.

### USES OF THIS DIRECTORY

The information in this directory is intended for use by various organizations and individuals. Some of the ways the directory can be used are as follow:

- A reliable first resource for accredited vocational and career training in San Luis Obispo and northern Santa Barbara Counties;
- A resource for employers seeking trained and skilled workers or in search of training programs for new and/or current employees;
- Career counselors and employment and training professionals can use the directory to assist individuals in selecting programs that meet individual needs and career goals;
- A resource for those looking to upgrade their skills to advance or enhance their employability.



## Community Colleges

### Cuesta College

**Cuesta College**  
**P.O. Box 8106**  
**San Luis Obispo, CA 93405**  
**Phone: (805) 546-3100**  
**[www.cuesta.cc.ca.us](http://www.cuesta.cc.ca.us)**

#### GENERAL INFORMATION

Accrediting organization:	Western Association of Schools and Colleges Accrediting Commission for Community and Junior Colleges
Job placement:	Yes
On-site childcare:	Yes
Veteran services:	Yes
Career assessment/development services:	Yes
Distance learning:	No
Open entry/open exit:	No
Proximity to public transportation:	Bus stop on campus
Special services to accommodate disabilities:	Extended Opportunity Program/services for low income students, and disabled students services
Financial aid assistance available:	Yes
Type of financial assistance available:	BOGW, Pell Grants, Stafford Student Loans, SEOG, Federal College Work Study, State Cal Grant B and Grant C, Scholarships for Disadvantaged Students, and Campus Scholarships

#### OTHER CAMPUS LOCATIONS

North County Campus	South County Campus
2800 Buena Vista	Arroyo Grande High School Campus
Paso Robles, CA	Arroyo Grande, CA 93420
(805) 591-6200	(805) 546-3100

Only those programs designed to prepare students to enter a career after completion are included in this directory. Programs designed to prepare students for transfer to a four-year college have not been included. Please refer to the school's catalogue for information on omitted programs. To earn an Associate Degree, all students must complete 18 units of general education plus support courses for their selected major, for a total of 60 units.

Generally, programs will take two years to complete to earn an Associate degree, and one year to earn a Certificate, unless otherwise noted. All programs cost \$11 per unit for California residents. Other student fees are not detailed in this directory. Contact the school for additional information. Prerequisites/entry requirements are completion of general education and support courses, unless otherwise noted.

#### Program Title:

##### Disciplines:

#### Agricultural Technology

Animal Science  
Crop Science  
Dairy Production Technology  
Dairy Production  
Fruit Science  
Floral Design (OH)  
Landscape Horticulture (OH)  
Plant Production (OH)

Occupational Objectives: Varies with discipline  
OES or DOT Codes: Varies with discipline  
Program Location: San Luis Obispo (SLO) campus  
Classes Offered: Weekdays and evenings  
Received Upon Successful Completion: Associate degree

**Program Title:**

**Architectural Technology**

Occupational Objectives: Drafter, Computer-Aided Drafter, and Designer  
OES Code: OES 225140  
Program Locations: SLO and North County campuses  
Classes Offered: Weekdays, evenings and weekends  
Received Upon Successful Completion: Associate degree or Certificate

**Program Title:**

**Art**

Disciplines: Arts Management  
2-Dimensional Art  
3-Dimensional Art  
Occupational Objectives: Art Conservator and Artist  
OES and DOT Codes: DOT 102.167-010 and OES 340350  
Program Locations: SLO and North County campuses  
Classes Offered: Weekdays, evenings and weekends  
Received Upon Successful Completion: Associate degree

**Program Title:**

**Automotive Technology**

Occupational Objective: Automotive Mechanic  
OES Code: OES 853020  
Program Locations: SLO and North County campuses  
Classes Offered: Weekdays and evenings  
Received Upon Successful Completion: Associate degree

**Program Title:**

**Automotive Technology**

Specialties: Advanced Engine Performance Technician  
Auto Body Technician  
Automatic Transmission/Transaxle  
Brakes  
Brakes Specialist  
Chassis and Suspension  
Electrical Systems  
Engine Performance  
Engine Repair  
Heating and Air Conditioning  
Manual Drivetrains and Axles  
Automotive Mechanic  
Occupational Objective: Automotive Mechanic  
OES Code: OES 853020  
Program Locations: SLO and North County campuses  
Prerequisites/Entry Requirements: None  
Classes Offered: Weekdays and evenings  
Received Upon Successful Completion: Certificate of Proficiency





## Community Colleges

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### Cuesta College

**Program Title:**

Occupational Objective:  
OES Code:  
Program Locations:  
Classes Offered:  
Received Upon Successful Completion:

**Biological Sciences**

Biology Technician  
OES 245020  
SLO, North County, and South County campuses  
Weekdays, evenings and weekends  
Associate degree

**Program Title:**

Occupational Objectives:  
OES Codes:  
Program Locations:  
Classes Offered:  
Received Upon Successful Completion:

**Broadcast Communications**

Various  
Various  
SLO, North County, and South County campuses  
Weekdays, evenings and weekends  
Associate degree

**Program Title:**

Disciplines:

**Business Administration**

Business Administration  
Computer Network Administration  
International Business  
Management  
Marketing  
Real Estate  
Assistant Manager – Business Manager  
Varies by industry  
SLO, North County, and South County campuses  
Weekdays, evenings and weekends  
Associate degree or Certificate

Occupational Objective:  
OES or DOT Codes:  
Program Locations:  
Classes Offered:  
Received Upon Successful Completion:

**Program Title:**

Occupational Objective:  
OES Code:  
Program Locations:  
Classes Offered:  
Received Upon Successful Completion:

**Chemistry**

Chemical Technologist, Excluding Health  
OES 245050  
SLO, North County, and South County Campuses  
Weekdays, evenings and weekends  
Associate degree

**Program Title:**

Occupational Objectives:  
OES Codes:  
Program Locations:  
Classes Offered:  
Received Upon Successful Completion:

**Computer and Information Science**

Computer Programmer, Systems Analyst  
OES 251051, OES 251020  
SLO, North County, and South County Campuses  
Weekdays and evenings  
Associate degree

**Program Title:**

Disciplines:

**Computer Applications/Office Administration**

Account Clerk/Bookkeeper  
Administrative Assistant  
Business Communications  
Computer Applications/Office Administration  
Legal Office Administration  
Microcomputer Applications  
Office Professional  
Word Processing  
Computer Operator, Administrative Assistant,  
or Legal Secretary

Occupational Objectives:

OES and Non-OES Codes: OES 560110 and 551020, and Non-OES 169.167-997  
Program Locations: SLO, North County, and South County Campuses  
Classes Offered: Weekdays, evenings and weekends  
Received Upon Successful Completion: Associate degree or Certificate of Proficiency

**Program Title:**

Disciplines:

Occupational Objectives:

OES Code:

Program Locations:

Classes Offered:

Received Upon Successful Completion:

**Construction Technology**

Architectural Technology

Construction Technology

Various Construction Positions

OES 870000

SLO and North County campuses

Weekdays and evenings

Associate degree

**Program Title:**

Disciplines:

Occupational Objectives:

OES Codes:

Program Locations:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

**Construction Technology**

Architectural Technology

Computer Aided Design/Drafting

Construction Technology

Block Masonry

Brick Masonry

National Electrical Code

Uniform Building Code

Uniform Mechanical Code

Uniform Plumbing Code

Various Construction Positions and Drafter

OES 870000 and OES 225140

SLO and North County campuses

None

Weekdays and evenings

Certificate of Proficiency or Completion

**Program Title:**

Occupational Objectives:

OES Codes:

Program Locations:

Average Time to Complete Program:

Classes Offered:

Received Upon Successful Completion:

**Criminal Justice**

Police Detective and Police Patrol Officer

OES 630110, OES 630140

SLO and North County campuses

2 years (approximately 60 units)

Weekdays and evenings

Associate degree

**Program Title:**

Occupational Objective:

DOT Code:

Program Locations:

Classes Offered:

Received Upon Successful Completion:

**Drama**

Actor

DOT 150.047-010

SLO and North County campuses

Weekdays and evenings

Associate degree

**Program Title:**

Occupational Objectives:

OES Codes:

Program Locations:

Classes Offered:

Received Upon Successful Completion:

**Early Childhood Education**

Instructional Aide, Preschool Teacher, &amp; Childcare Worker

OES 315211, OES 313030, and OES 680380

SLO, North County and South County Campuses

Weekdays and evenings

Associate degree



## Community Colleges

### Cuesta College

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**Program Title:**

Occupational Objectives:  
OES Codes:  
Program Locations:  
Prerequisites/Entry Requirements:  
Classes Offered:  
Received Upon Successful Completion:

**Early Childhood Education**

Instructional Aide, Preschool Teacher, & Childcare Worker  
OES 315211, OES 313030, and OES 680380  
SLO, North County and South County Campuses  
None  
Weekdays and evenings  
Certificate of Proficiency

**Program Title:**

Occupational Objectives:  
OES Codes:  
Program Locations:  
Average Time to Complete Program:  
Prerequisites/Entry Requirements:  
Classes Offered:  
Received Upon Successful Completion:

**Early Childhood Education**

Instructional Aide, Preschool Teacher, & Childcare Worker  
OES 315211, OES 313030, and OES 680380  
SLO, North County and South County Campuses  
18 weeks (12 units)  
None  
Weekdays and evenings  
Certificate of Completion

**Program Title:**

Specialties:

Occupational Objective:  
OES Code:  
Program Locations:  
Classes Offered:  
Received Upon Successful Completion:

**Electronics Technology**

Electronics Automation Technology  
Electronics Computer System Technology  
Electro Mechanical Technician  
Electronics Computer System Technology  
Electronics Technician  
OES 225050  
SLO and North County Campuses  
Weekdays and evenings  
Associate degree or Completion Certificate

**Program Title:**

Occupational Objective:  
OES Code:  
Program Locations:  
Average Time to Complete Program:  
Prerequisites/Entry Requirements:  
Classes Offered:  
Received Upon Successful Completion:

**English**

General  
Various  
SLO, North County, and South County Campuses  
2 years (approximately 60 units)  
None  
Weekdays, evenings and weekends  
Associates degree

**Program Title:**

Occupational Objective:  
OES Code:  
Program Location:  
Classes Offered:  
Received Upon Successful Completion:

**Engineering/Technology**

Engineering Technician  
OES 225000  
SLO campus  
Weekdays and evenings  
Associate Degree

**Program Title:**

Occupational Objective:  
OES Code:  
Program Locations:  
Prerequisites/Entry Requirements:  
Classes Offered:  
Received Upon Successful Completion:

**Environmental Science Certificate**

Various  
Various  
SLO, North County, and South County Campuses  
None  
Weekdays, evenings and weekends  
Certificate of Proficiency

**Program Title:**

Occupational Objective:

OES Code:

Program Locations:

Classes Offered:

Received Upon Successful Completion:

**Family Studies/Human Services**

Human Service Worker

OES 273080

SLO, North County and South County Campuses

Weekdays and evenings

Associate Degree

**Program Title:**

Disciplines:

Occupational Objectives:

OES or DOT Codes:

Program Location:

Classes Offered:

Received Upon Successful Completion:

**Fashion Design**

Fashion Design

Fashion Merchandising

Fashion Studies

Various fashion industry occupations

Various

SLO campus

Weekdays and evenings

Associate Degree

**Program Title:**

Disciplines:

Occupational Objectives:

OES or DOT Codes:

Program Location:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

**Fashion Design**

Fashion Design

Fashion Merchandising

Fashion Studies

Various fashion industry occupations

Various

SLO campus

None

Weekdays, evenings, and weekends

Certificate of Proficiency

**Program Title:**

Occupational Objectives:

DOT Code:

Program Locations:

Classes Offered:

Received Upon Successful Completion:

**Fitness, Health, and Nutrition**

Fitness, Wellness Coordinator and Physical Trainer

DOT 077.127-999

SLO, North County and South County campuses

Weekdays and evenings

Associate Degree

**Program Title:**

Occupational Objectives:

DOT Code:

Program Locations:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

**Fitness, Health, and Nutrition Certificate**

Fitness, Wellness Coordinator and Physical Trainer

DOT 077.127-999

SLO, North County and South County Campuses

None

Weekdays and evenings

Certificate of Proficiency

**Program Title:**

Occupational Objective:

OES Code:

Program Locations:

Classes Offered:

Received Upon Successful Completion:

**Geology**

Geologist

OES 24110

SLO, North County and South County Campuses

Weekdays, evenings and weekends

Associate Degree



## Community Colleges

### Cuesta College

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**Program Title:**

Occupational Objectives:  
OES and DOT Codes:  
Program Locations:  
Classes Offered:  
Received Upon Successful Completion:

**General Studies**

Various  
Various  
SLO, North County and South County Campuses  
Weekdays, evenings and weekends  
Associate Degree

**Program Title:**

Occupational Objective:  
OES Code:  
Program Locations:  
Classes Offered:  
Received Upon Successful Completion:

**Health Information Technology**

Medical Records Technician  
OES 329110  
SLO, North County and South County Campuses  
Weekdays and evenings  
Associate Degree

**Program Title:**

Occupational Objective:  
DOT Code:  
Program Location:  
Classes Offered:  
Received Upon Successful Completion:

**Interior Design**

Interior Designer  
DOT 142.051-014  
SLO campus  
Weekdays and evenings  
Associate Degree or Certificate of Proficiency

**Program Title:**

Occupational Objective:  
DOT Code:  
Program Location:  
Classes Offered:  
Received Upon Successful Completion:

**Journalism**

Reporter  
DOT 131.262-018  
SLO campus  
Weekdays  
Associate Degree

**Program Title:**

Occupational Objective:  
DOT Code:  
Program Locations:  
Prerequisites/Entry Requirements:  
Classes Offered:  
Received Upon Successful Completion:

**Library Technology**

Librarian Assistant  
DOT 249.367-046  
SLO and North County campuses  
None  
Weekdays, evenings and weekends  
Certificate of Proficiency

**Program Title:**

Occupational Objective:  
DOT Code:  
Program Locations:  
Classes Offered:  
Received Upon Successful Completion:

**Library Technology**

Librarian Assistant  
DOT 249.367-046  
SLO and North County campuses  
Weekdays, evenings and weekends  
Associate Degree

**Program Title:**

Occupational Objective:  
DOT Code:  
Program Locations:  
Classes Offered:  
Received Upon Successful Completion:

**Mass Communication**

Reporter  
DOT 131.262-018  
SLO, North County, and South County Campuses  
Weekdays and evenings  
Associate Degree

**Program Title:**

Occupational Objective:

OES Codes:

Program Locations:

Classes Offered:

Received Upon Successful Completion:

**Mathematics**

General

Various

SLO, North County, and South County Campuses

Weekdays, evenings and weekends

Associate Degree

**Program Title:**

Occupational Objective:

OES Code:

Program Locations:

Classes Offered:

Received Upon Successful Completion:

**Medical Assisting**

Medical Assistant

OES 660050

SLO and South County campuses

Weekdays

Associate Degree

**Program Title:**

Occupational Objective:

OES Code:

Program Locations:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

**Medical Assisting**

Medical Assistant

OES 660050

SLO and South County campuses

None

Weekdays

Certificate of Proficiency

**Program Title:**

Occupational Objective:

OES Code:

Program Locations:

Average Time to Complete Program:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

**Medical Assisting**

Medical Assistant

OES 660050

SLO, North County and South County Campuses

18 weeks (approximately 12 units)

None

Weekdays

Certificate of Completion

**Program Title:**

Disciplines:

Occupational Objectives:

OES Codes:

Program Locations:

Average Time to Complete Program:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

**Nursing Assistant**

Nursing Assistant

Acute Care Nurse Assistant

Introduction to Emergency Care

Obstetrical Nursing

Operating Room Experience

Home Health Aide and Certified Nursing Assistant

OES 660110 and OES 660080

SLO, North County and South County Campuses

8 – 9 weeks (approximately. 4 – 5 units)

None

Weekdays

Certificate of Completion

**Program Title:**

Occupational Objective:

OES Code:

Program Locations:

Classes Offered:

Received Upon Successful Completion:

**Nursing**

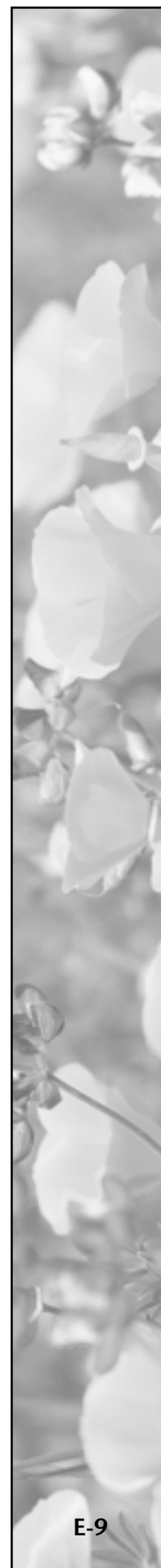
Registered Nurse

OES 225000

SLO, North County and South County Campuses

Weekdays

Associate Degree





## Community Colleges

### Cuesta College

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**Program Title:**

Occupational Objectives:

OES Code:

Program Locations:

Classes Offered:

Received Upon Successful Completion:

**Physical Education**

Fitness, Health and Nutrition

Physical Education

Recreation Administration

OES 313210

SLO, North County and South County campuses

Weekdays, evenings and weekends

Associate Degree or Certificate of Proficiency

**Program Title:**

Occupational Objectives:

OES or DOT Codes:

Program Locations:

Classes Offered:

Received Upon Successful Completion:

**Physics**

Various

Various

SLO, North County and South County campuses

Weekdays, evenings and weekends

Associate Degree

**Program Title:**

Occupational Objectives:

OES Code:

Program Locations:

Classes Offered:

Received Upon Successful Completion:

**Welding Technology**

Welder and Cutter

OES 939140

SLO, North County and South County campuses

Weekdays, evenings and weekends

Associate Degree

**Program Title:**

Occupational Objectives:

OES Code:

Program Locations:

Approximate Cost to Complete Program:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

**Welding Technology**

Welder and Cutter

OES 939140

SLO, North County and South County Campuses

\$11/unit for California residents

None

Weekdays and evenings

Certificate of Proficiency

**Allan Hancock Community College**  
**800 South College Drive**  
**Santa Maria, CA 93454-6399**  
**Phone: (805) 922-6966**  
**Fax: (805) 928-7905**  
**www.hancock.cc.ca.us**

**GENERAL INFORMATION**

Accrediting organization:	Western Association of Schools and Colleges Accrediting Commission for Community and Junior Colleges
Job placement:	Yes
On-site childcare:	Yes
Veteran services:	Yes
Career assessment/development services:	Yes
Distance learning:	Yes
Open entry/open exit:	Yes
Proximity to public transportation:	Bus stop on campus
Special services to accommodate disabilities:	Disabled Students Programs and Services provides a wide range of services for students with disabilities.
Financial aid assistance available:	Yes
Type of financial assistance available:	BOGW, Pell Grants, Stafford Student Loans, CalWORKs (childcare and work study), FSEOG, Federal College Work Study, Aid for Native Americans, State Cal Grant A, B and C, Scholarships for Disadvantaged Students, general scholarships, Hope Tax Credits, etc. Campus Scholarships (\$200,000 plus)

**OTHER CAMPUS LOCATIONS**

Lompoc Valley Center	Vandenberg AFB Center
One Hancock Drive	Building 14003 Wyoming Ave.
Lompoc, CA 93433	Vandenberg AFB, CA 93437-6312
(805) 735-3366	(805) 734-3500

Only those programs designed to prepare students to enter a career after completion are included in this directory. Programs designed to prepare students for transfer to a four-year college have not been included. Please refer to the school's catalogue for information on omitted programs. To earn an Associate Degree, all students must complete 18 units of general education plus support courses for their selected major, for a total of 60 units.

Generally, programs will take two years to complete to earn an Associate degree, and one year to earn a Certificate, unless otherwise noted. All programs cost \$11 per unit. Other student fees are not detailed in this directory. Contact the school for additional information. Prerequisites/entry requirements are completion of general education and support courses, unless otherwise noted.

<b>Program Title:</b>	<b>Accounting</b>
Occupational Objective:	Bookkeeping and Accounting Clerk
OES Code:	OES 553380
Program Locations:	Main campus/Lompoc Valley Center
Prerequisites/Entry Requirements:	Completion of general ed. and major courses
Classes Offered:	Weekdays, evenings, and weekends
Received Upon Successful Completion:	Associate in Science Degree/Certificate available

## Community Colleges

### Allan Hancock College

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**Program Title:**

Occupational Objectives:

OES or DOT Codes:

Program Locations:

Classes Offered:

Received Upon Successful Completion:

**Administration of Justice**

Career in law enforcement, probation, parole, etc.

Various

Main campus/Lompoc Valley Center

Weekdays, evenings, and weekends

Associate in Science Degree

(Note: Basic Law Enforcement Academy requires completion of a specific course under this program to earn a certificate.)

**Program Title:**

Occupational Objectives:

OES Codes:

Program Location:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

**Agribusiness (Viticulture)**

Vineyard management, pest management, fertilizer sales, or irrigation management

Various

Main campus

29 units

\$11/unit for California residents

Completion of general ed. and major courses

Weekdays, evenings, and weekends

Certificate and Associates Degree

**Program Title:**

Occupational Objectives:

OES or DOT Codes:

Program Location:

Classes Offered:

Received Upon Successful Completion:

**Agribusiness (Enology/Viticulture)**

Viticulturist and Enologist

Codes unknown

Main campus

Weekdays, evenings, and weekends

Associate in Arts Degree

**Program Title:**

Occupational Objectives:

OES Code:

Program Location:

Classes Offered:

Received Upon Successful Completion:

**Agribusiness (Wine Marketing and Sales)**

Wine sales & promotion, marketing, & public relations

OES 490050

Main campus

Weekdays, evenings, and weekends

Associates Degree or Certificate

**Program Title:**

Disciplines:

Occupational Objectives:

OES or DOT Codes:

Program Location:

Classes Offered:

Received Upon Successful Completion:

**Applied Design/Media**

Film and Video Production

Animation-Traditional Drawing

3-D Computer Animation

Graphics

Multimedia Arts and Communications

Photography

Career in film/video, animation, multimedia, graphics, and/or photography

Various (depends on discipline selected)

Main campus

Weekdays and evenings

Associate in Science Degree

**Program Title:**

Occupational Objectives:

OES Codes:

**Architectural Drafting**

Drafter, Inspector, and Materials Technician

OES 225140, OES 830990

Program Location: Main campus  
Classes Offered: Weekdays and evenings  
Received Upon Successful Completion: Associate in Science Degree

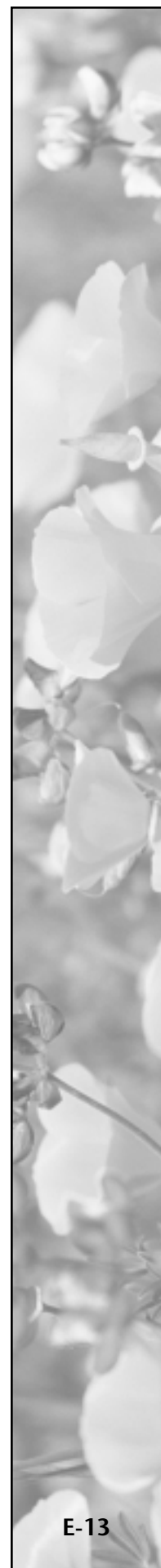
**Program Title:** **Art**  
Occupational Objective: Commercial Artist – various media  
OES Code: OES 340350  
Program Location: Main campus  
Classes Offered: Weekdays and evenings  
Received Upon Successful Completion: Associate in Arts Degree

**Program Title:** **Auto Body Technology**  
Occupational Objectives: Automotive Body, Related Repairer  
OES Code: OES 853050  
Program Location: Main campus  
Classes Offered: Weekdays and evenings  
Received Upon Successful Completion: Certificates available for Auto Body Metal and Auto Body Refinishing; Associate in Science Degree

**Program Title:** **Automotive Technology**  
Disciplines: Automotive Chassis  
Automotive Engine Rebuilding  
Automotive Service Management  
Automotive Tune-Up and Diagnostic Procedures  
Automotive Mechanic  
Occupational Objective: Automotive Mechanic  
OES Code: OES 853050  
Program Location: Main campus  
Classes Offered: Weekdays and evenings  
Received Upon Successful Completion: Associate in Science Degree

**Program Title:** **Automotive Technology**  
Disciplines: Tune-Up Emission and Control Specialist Engine  
Power Trains Specialist  
Automotive Mechanic  
Occupational Objective: Automotive Mechanic  
OES Code: OES 853050  
Program Location: Main campus  
Classes Offered: Weekdays and evenings  
Received Upon Successful Completion: Certificate

**Program Title:** **Business**  
Disciplines: Business Administration  
Management  
Marketing  
Call Center Management  
Administrative Assistant  
Occupational Objectives: Entry-level Management and Marketing Positions,  
Call Center Management  
OES or DOT Codes: Various – depends on discipline  
Program Locations: Main campus/Lompoc Valley Center  
Classes Offered: Weekdays, evenings and weekends  
Received Upon Successful Completion: Certificate or Associate Degree





## Community Colleges

### Allan Hancock College

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**Program Title:**

Occupational Objective:

OES Codes:

Program Locations:

Classes Offered:

Received Upon Successful Completion:

**Computer Business Information Systems**

Small business microcomputer skills

OES 560110, OES 251040

Main campus/Lompoc Valley Center

Weekdays and evenings

Associate in Science Degree or Certificate

**Program Title:**

Occupational Objective:

OES Code:

Program Locations:

Classes Offered:

Received Upon Successful Completion:

**Computer Business Office Technology & Secretarial**

General Secretary

OES 551080

Main campus/Lompoc Valley Center

Weekdays and evenings

Certificate/Associate in Science Degree

**Program Title:**

Occupational Objective:

OES Code:

Program Locations:

Classes Offered:

Received Upon Successful Completion:

**Computer Business Office Technology and Legal Secretarial**

Legal Secretary

OES 551020

Main campus/Lompoc Valley Programs

Weekdays and evenings

Associate in Science Degree and Certificate

**Program Title:**

Occupational Objective:

OES Code:

Program Locations:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

**Computer Business Office Technology/  
Word Information Processing**

General Secretary

OES 551080

Main campus/Lompoc Valley Center

15 units/24.5 units

\$11/unit for California residents

Completion of general ed. and major courses

Weekdays and evenings

Associate in Science Degree or Certificate

**Program Title:**

Occupational Objective:

OES Code:

Program Locations:

Classes Offered:

Received Upon Successful Completion:

**Cosmetology**

Hairstylist

OES 680050

Off campus (Santa Maria, San Luis Obispo, & Paso Robles)

Weekdays and evenings

Associate in Science Degree or Certificate

**Program Title:**

Occupational Objective:

OES Codes:

Program Location:

Classes Offered:

Received Upon Successful Completion:

**Dance**

Dancer, Choreographer, and Dance Instructor

OES 340530, OES 313990

Main campus

Weekdays and evenings

Associate in Science Degree or Certificate

**Program Title:**

Occupational Objective:

OES Code:

Program Location:

Classes Offered:

Received Upon Successful Completion:

**Dental Assisting**

Dental Assistant

OES 660020

Main campus

Weekdays and evenings

Associate in Science Degree or Certificate

**Program Title:**

Disciplines:

Occupational Objective:

OES Code:

Program Location:

Classes Offered:

Received Upon Successful Completion:

**Dietetic Services Supervisor**

Food Production Supervision

Food Services Production

Food Service Manager (selected industries)

OES 150261

Main campus

Weekdays and evenings

Certificate

**Program Title:**

Disciplines:

Occupational Objectives:

DOT Code:

Program Location:

Classes Offered:

Received Upon Successful Completion:

**Drama**

Acting

Design/Technical Theater

Actor and Theater Technician

DOT 150.047-010

Main campus

Weekdays and evenings

Certificate

**Program Title:**

Occupational Objectives:

OES Code:

Program Location:

Classes Offered:

Received Upon Successful Completion:

**Early Childhood Studies – Elementary Education**

Preschool Teacher, and/or Director

OES 313020

Main campus

Weekdays, evenings and weekends

Associate in Science Degree and Certificate

**Program Title:**

Occupational Objectives:

OES Code:

Program Location:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

**Early Childhood Studies – Elementary Education,  
Bilingual and Bicultural Emphasis**

Preschool Teacher, and/or Director

OES 313020

Main campus

Completion of general ed. and major courses,

demonstration of proficiency in Spanish and English

Weekdays, evenings and weekends

Certificate and Associate in Science Degree

**Program Title:**

Occupational Objectives:

OES Code:

Program Location:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

**Early Childhood Studies – Special Education**

Preschool Teacher, and/or Director

OES 313020

Main campus

Completion of general ed. and major courses,

demonstration of proficiency in Spanish and English

Weekdays, evenings and weekends

Certificate and Associate in Science Degree

**Program Title:**

Occupational Objectives:

OES Code:

Program Location:

Classes Offered:

Received Upon Successful Completion:

**Early Childhood Studies – General**

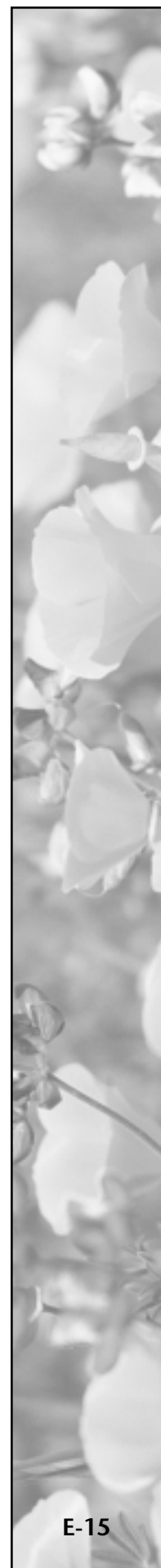
Preschool Teacher, and/or Director

OES 313020

Main campus

Weekdays, evenings and weekends

Associate in Science Degree (35 units)/or Certificate



## Community Colleges

### Allan Hancock College

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**Program Title:**

Occupational Objective:  
OES or DOT Codes:  
Program Location:  
Classes Offered:  
Received Upon Successful Completion:

**Early Childhood Studies – Preschool/  
Infant-Toddler Program Director**

Preschool or Day Care Director  
codes unknown  
Main campus  
Weekdays, evenings and weekends  
Associate in Science Degree or Certificate

**Program Title:**

Disciplines:

**Electronics Technology**

Electronics Technology  
Digital Systems  
Communication  
Space Operations  
Electronics Engineering Technology  
Network Maintenance/Digital Technologies  
Electronics Training  
Electronic Technician  
OES 225050  
Main campus  
Weekdays and evenings  
Associate in Science Degree or Certificate

Occupational Objective:  
OES Code:  
Program Location:  
Classes Offered:  
Received Upon Successful Completion:

**Program Title:**

Occupational Objective:  
OES Code:  
Program Location:  
Classes Offered:  
Received Upon Successful Completion:

**Electronics Technology/Digital Systems**

Electronic Technician  
OES 225050  
Main Campus  
Weekdays and evenings  
Associate in Science Degree and Certificate

**Program Title:**

Occupational Objective:  
OES Code:  
Program Location:  
Classes Offered:  
Received Upon Successful Completion:

**Electronics Technology/Communication Systems**

Electronic Technician  
OES 225050  
Main Campus  
Weekdays and evenings  
Certificate

**Program Title:**

Occupational Objectives:  
OES Code:  
Program Location:  
Classes Offered:  
Received Upon Successful Completion:

**Electronics Training Certificate**

Entry-level positions in the electronics industry  
Various  
Main campus  
Weekdays, evenings and weekends  
Certificate

**Program Title:**

Occupational Objective:  
OES Code:  
Program Location:  
Classes Offered:  
Received Upon Successful Completion:

**Electronics Technology**

Electronic Technician  
OES 225050  
Main campus  
Weekdays and evenings  
Associate in Science Degree

**Program Title:**

Occupational Objective:

OES Code:

Program Location:

Classes Offered:

Received Upon Successful Completion:

**Electronics Technology/Digital Systems**

Electronic Technician

OES 225050

Main campus

Weekdays and evenings

Associate in Science Degree or Certificate

**Program Title:**

Occupational Objective:

OES Code:

Program Location:

Classes Offered:

Received Upon Successful Completion:

**Electronics Technology/Communication Systems**

Electronic Technician

OES 225050

Main campus

Weekdays and evenings

Certificate

**Program Title:**

Occupational Objective:

OES Code:

Program Location:

Classes Offered:

Received Upon Successful Completion:

**Electronics Technology/Space Operations**

Electronic Technician

OES 225050

Main campus

Weekdays and evenings

Associate in Science Degree

**Program Title:**

Occupational Objective:

OES Code:

Program Location:

Classes Offered:

Received Upon Successful Completion:

**Emergency Medical Technician Services**

EMT 1

OES 325081

Main campus

Weekdays and evenings

Certificate

**Program Title:**

Occupational Objective:

OES Code:

Program Location:

Classes Offered:

Received Upon Successful Completion:

**Engineering Drafting**

Drafter

OES 225140

Main campus

Weekdays and evenings

Certificate

**Program Title:**

Occupational Objectives:

OES Code:

Program Location:

Classes Offered:

Received Upon Successful Completion:

**Engineering Technology**

Engineering and Related Technician (includes Civil Engineering Assistant)

OES 225000

Main campus

Weekdays and evenings

Associate in Science Degree

**Program Title:**

Occupational Objective:

OES Code:

Program Location:

Classes Offered:

Received Upon Successful Completion:

**Environmental Technology**

Hazardous Materials Professional

OES 878030

Main campus

Weekdays and evenings

Associate in Science Degree and Certificate



## Community Colleges

### Allan Hancock College

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**Program Title:**

Occupational Objectives:

OES or DOT Codes:

Program Location:

Classes Offered:

**Family and Consumer Sciences**

Careers in businesses, agencies, or industries  
serving families

Various

Main campus

Weekdays and evenings

**Program Title:**

Occupational Objectives:

DOT Code:

Program Location:

Classes Offered:

Received Upon Successful Completion:

**Family & Consumer Sciences/Fashions & Alterations**

Fashion Designer and Costume Designer

DOT 142.061-018

Main campus

Weekdays and evenings

Associate in Science Degree and Certificate

**Program Title:**

Occupational Objectives:

DOT Codes:

Program Location:

Classes Offered:

Received Upon Successful Completion:

**Family & Consumer Sciences/Fashion Merchandising**

Buyer, fashion consultant, fashion promotion,  
and sales representatives

Various

Main campus

Weekdays, evenings and weekends

Associate in Science Degree and Certificate

**Program Title:**

Occupational Objective:

DOT Code:

Program Location:

Classes Offered:

Received Upon Successful Completion:

**Family and Consumer Sciences Interior  
Design Merchandising**

Interior Designer

DOT 142.051-014

Main campus

Weekdays and evenings

Associate in Science Degree and Certificate

**Program Title:**

Disciplines:

Occupational Objectives:

OES Codes:

Program Locations:

Classes Offered:

Received Upon Successful Completion:

**Fire Technology**

Firefighter Academy

Wildland Fire Technology

Fire Fighters and Fire Inspectors

OES 630080 and OES 630020

Main campus/Lompoc Valley Programs

Weekdays and evenings

Associate in Science Degree and Certificate

**Program Title:**

Occupational Objective:

DOT Code:

Program Location:

Classes Offered:

Received Upon Successful Completion:

**Graphic Communication**

Computer Graphics Specialist (Pre Press & Press Production)

DOT 030.064-997

Main campus

Weekdays and evenings

Associate in Science Degree

**Program Title:**

Occupational Objective:

OES Code:

Program Location:

Classes Offered:

Received Upon Successful Completion:

**Human Services**

Human Services Worker/Counselor

OES 273080

Main campus

Weekdays and evenings

Associate in Science Degree and Certificate

**Program Title:**

Occupational Objective:

OES Code:

Program Location:

Classes Offered:

Received Upon Successful Completion:

**Human Services/Family Studies**

Human Services Worker/Counselor

OES 273080

Main campus

Weekdays and evenings

Certificate

**Program Title:**

Occupational Objective:

DOT Code:

Program Location:

Classes Offered:

Received Upon Successful Completion:

**Human Services/Alcohol and Drug Studies**

Drug and Alcohol Counselor

DOT 195.367-999

Main campus

Weekdays and evenings

Certificate

**Program Title:**

Occupational Objective:

DOT Code:

Program Location:

Classes Offered:

Received Upon Successful Completion:

**Human Services/Working with Disabled Adults**

Disabled Individuals Counselor

DOT 195.367-999

Main campus

Weekdays and evenings

Certificate

**Program Title:**

Occupational Objective:

OES Code:

Program Location:

Classes Offered:

Received Upon Successful Completion:

**Maintenance Technology**

Maintenance Repairer – General Utility

OES 851320

Main campus

Weekdays and evenings

Associate in Science Degree and Certificate

**Program Title:**

Occupational Objective:

OES Code:

Program Location:

Classes Offered:

Received Upon Successful Completion:

**Medical Assisting/Administrative**

Medical Secretary

OES 551050

Main campus

Weekdays and evenings

Associate in Science Degree and Certificate

**Program Title:**

Occupational Objective:

OES Code:

Program Location:

Classes Offered:

Received Upon Successful Completion:

**Medical Assisting/Clinical**

Medical Assistant

OES 660050

Main campus

Weekdays and evenings

Associate in Science Degree and Certificate

**Program Title:**

Occupational Objective:

OES Code:

Program Location:

Classes Offered:

Received Upon Successful Completion:

**Medical Assisting/Information Systems**

Medical Secretary – Medical Billing

OES 551050

Main campus

Weekdays and evenings

Associate in Science Degree and Certificate



## Community Colleges

### Allan Hancock College

---

**Program Title:**

Occupational Objective:

DOT Code:

Program Location:

Classes Offered:

Received Upon Successful Completion:

**Medical Assisting/Medical Billing**

Medical Voucher Clerk

DOT 214.482-018

Main campus

Weekdays and evenings

Certificate

**Program Title:**

Occupational Objective:

OES Code:

Program Location:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

**Nursing/Holistic**

Registered Nurse

OES 325020

Main campus

Separate application process

Weekdays and evenings

Certificate

**Program Title:**

Occupational Objective:

OES Code:

Program Location:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

**Nursing/LVN to Registered Nursing**

Registered Nurse

OES 325020

Main campus

Separate application process

Weekdays and evenings

Associate in Science Degree or Certificate

**Program Title:**

Occupational Objective:

OES Code:

Program Locations:

Classes Offered:

Received Upon Successful Completion:

**Nursing/Nursing Assistant**

Nursing Assistant

OES 660080

Main campus/Lompoc Valley Programs

Weekdays and evenings

Certificate

**Program Title:**

Disciplines:

Occupational Objective:

OES Code:

Program Location:

Classes Offered:

Received Upon Successful Completion:

**Nursing/Vocational Nursing**

Holistic Nursing

Licensed Vocational Nurse

OES 325050

Main campus

Weekdays and evenings

Associate in Science Degree and Certificate

**Program Title:**

Occupational Objective:

OES Code:

Program Location:

Classes Offered:

Received Upon Successful Completion:

**Pharmacy Technology**

Pharmacy Technician

OES 325180

Main campus

Weekdays, evenings and weekends

Associate in Science Degree or Certificate

**Program Title:**

Occupational Objectives:

DOT Codes:

Program Location:

Classes Offered:

Received Upon Successful Completion:

**Sound Technology**

Sound Mixer, Sound Technician

DOT 194.262-018, DOT 829.281-022

Main campus

Weekdays and evenings

Certificate

**Program Title:**

Occupational Objectives:

DOT Code:

Program Locations:

Classes Offered:

Received Upon Successful Completion:

**Space Operations/Environmental Technology**

Environmental careers related to space operations

Various

Main campus/Lompoc Valley Programs

Weekdays and evenings

Associate in Science Degree and Certificate

**Program Title:**

Occupational Objective:

DOT Code:

Program Locations:

Classes Offered:

Received Upon Successful Completion:

**Space Operations/Business Management**

Business Manager (Space Operations)

DOT 191.117-018

Main campus/Lompoc Valley Programs

Weekdays and evenings

Associate in Science Degree and Certificate

**Program Title:**

Occupational Objective:

OES Code:

Program Locations:

Classes Offered:

Received Upon Successful Completion:

**Space Operations/Electronics Technology**

Electronic Technician (Space Operations)

OES 225050

Main campus/Lompoc Valley Programs

Weekdays and evenings

Associate in Science Degree

**Program Title:**

Occupational Objective:

OES Code:

Program Location:

Classes Offered:

Received Upon Successful Completion:

**Video and Film Production**

Producer

OES 340560

Main campus

Weekdays and evenings

Certificate

**Program Title:**

Occupational Objective:

OES Code:

Program Location:

Classes Offered:

Received Upon Successful Completion:

**Welding Technology**

Welder and Cutter

OES 939140

Main campus

Weekdays and evenings

Associate in Science Degree or Certificate

**Program Title:**

Occupational Objectives:

OES Code:

Program Location:

Classes Offered:

Received Upon Successful Completion:

**Wildland Fire Technology**

Careers with wildland fire-fighting agencies

OES 630080

Main campus

Weekdays, evenings and weekends

Associate in Science Degree or Certificate





## Community Education

### Allan Hancock College

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#### Allan Hancock Community College Education Classes

800 South College Drive

Santa Maria, CA 93454-6399

Phone: (805) 922-6966, ext. 9209

Fax: (805) 928-7905

[www.sbceo.k12.ca.us](http://www.sbceo.k12.ca.us)

#### GENERAL INFORMATION

Allan Hancock College also provides a wide variety of community education classes. The following is a summary of vocational-preparation classes. A full listing of courses is available on their website.

#### OTHER CAMPUS LOCATIONS

Lompoc Valley Center

One Hancock Drive

Lompoc, CA 93433

(805) 735-3366

Vandenberg AFB Center

Building 14003 Wyoming Ave.

Vandenberg AFB, CA 93437-6312

(805) 734-3500

#### PROGRAMS OFFERED

These programs are offered free of charge to the community unless otherwise noted. There are no pre-requisites required. All programs are offered during evening hours. A certificate is provided for each program a student successfully completes.

##### Program Title:

Occupational Objectives:

OES Codes:

Program Location:

Average Time to Complete Program:

##### Adult Basic Education (Including Reading, Writing & Basic Math)

Various

Various

Main campus

Depends on student

##### Program Title:

Occupational Objective:

OES Code:

Program Location:

Average Time to Complete Program:

##### ESL/Early Childhood Studies

Child Care Worker

OES 680380

900 N. Railroad St., Santa Maria

8 weeks

##### Program Title:

Occupational Objective:

OES Code:

Program Location:

Average Time to Complete Program:

##### ESL/Sewing

Custom Tailor and Sewer

OES 895050

Main campus

8 weeks

##### Program Title:

Occupational Objective:

OES Code:

Program Location:

Average Time to Complete Program:

##### ESL/Welding

Welder and Cutter

OES 939140

Main campus

8 weeks

##### Program Title:

Occupational Objective:

OES Code:

Program Location:

Average Time to Complete Program:

##### Computer Classes

Computer Operator

OES 560110

Main campus

Various

---

*Produced by Private Industry Council of San Luis Obispo County, Inc.*

*Occupational Outlook – San Luis Obispo County 1998 – 2000*

---

**Program Title:**

Occupational Objective:

OES Code:

Program Location:

Average Time to Complete Program:

**ESL/Auto Body Repair**

Automotive Body and Related Repairer

OES 853050

Main campus

8 weeks

**Program Title:**

Occupational Objectives:

OES Codes:

Program Location:

Average Time to Complete Program:

**ESL/Computers**

Computer Operator and various

OES 560110 and various

Main campus

8 weeks

**Program Title:**

Occupational Objectives:

OES Codes:

Program Location:

Average Time to Complete Program:

**Career Exploration and Job Skills Development**

Various

Various

Main campus

8 weeks

Note: With respect to non-vocational training programs, there are also Associates Degrees available in Biology, Chemistry, English, International Studies, Music, Physics, Social Studies and Spanish.





## Adult Education

### Atascadero Adult School

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**Atascadero Adult School  
Atascadero Unified School District  
1 High School Hill  
Atascadero, CA 93422  
Phone: (805) 462-4386**

#### GENERAL INFORMATION

Accrediting organization:	California State Department of Education (course approval)
Job placement:	No
On-site childcare:	No
Veteran services:	No
Career assessment/development services:	No
Distance learning:	No
Open entry/open exit:	No
Proximity to public transportation:	Bus stop?
Special services to accommodate disabilities:	None
Financial aid assistance available:	N/A

#### Program Title:

Occupational Objectives:  
OES or DOT Codes:  
Program Location:  
Average Time to Complete Program:  
Classes offered:  
Received Upon Successful Completion:

#### GED Preparation

Various  
Various  
6495 Lewis Avenue, Atascadero  
Depends on student  
Evenings  
Certificate

#### Program Title:

Occupational Objective:  
OES Code:  
Program Location:  
Classes Offered:  
Received Upon Successful Completion:

#### Computer Operation

Computer Operator  
OES 560110  
6495 Lewis Avenue, Atascadero  
Evenings and weekends  
Certificate

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**Adult School – San Luis Obispo Coastal Unified School District**

**Adult School**  
**San Luis Obispo Coastal Unified School District**  
**1530 Lizzie Street**  
**San Luis Obispo, CA 93401**  
**Phone: (805) 544-9090**  
**Fax: (805) 544-0638**

**Program Title:**

Occupational Objectives:  
OES or DOT Codes:  
Program Locations:  
Average Time to Complete Program:  
Classes Offered:

**GED Preparation**

Various  
Various  
Various – call the school  
Depends on student  
Weekdays and evenings

**Program Title:**

Occupational Objective:  
OES Code:  
Program Location:  
Average Time to Complete Program:  
Approximate Cost to Complete Program:  
Classes Offered:  
Received Upon Successful Completion:

**Business Education/Computer Science**

Computer Operator  
OES 560110  
1530 Lizzie Street, San Luis Obispo  
Varies by class  
\$80.00 plus books  
Evenings and weekends  
Certificate



## Adult Education

### Lucia Mar Unified School District

**Adult School**  
**Lucia Mar Unified School District**  
**602 Orchard Street**  
**Arroyo Grande, CA 93420**  
**Phone: (805) 473-4244**  
**Fax: (805) 473-5565**

#### GENERAL INFORMATION

Accrediting organization:	California State Department of Education (course approval)
Job placement:	No
On-site childcare:	No
Veteran services:	No
Career assessment/development services:	No
Distance learning:	No
Open entry/open exit:	Yes
Proximity to public transportation:	Bus stop on high school campus
Special services to accommodate disabilities:	None
Financial aid assistance available:	N/A

#### TRAINING SITES

227 Bridge Street	190 E. Price St.	Paulding Middle School	Lopez High School
Arroyo Grande, CA	Nipomo, CA	600 Crowne Hill	1055 Mesa View
		Arroyo Grande, CA	Arroyo Grande, CA

#### PROGRAMS OFFERED

Only vocational training courses are included here. These programs are offered free of charge to the community, unless otherwise noted. There are no prerequisites required.

##### Program Title:

Occupational Objectives:  
OES or DOT Codes:  
Program Locations:  
Average Time to Complete Program:  
Classes Offered:  
Received Upon Successful Completion:

##### GED Preparation

Various  
Various  
Various – call the school  
Depends on student  
Weekdays and evenings  
GED/Diploma

##### Program Title:

Occupational Objective:  
OES Code:  
Program Location:  
Average Time to Complete Program:  
Approximate Cost to Complete Program:  
Classes Offered:  
Received Upon Successful Completion:

##### Business Education/Computer Science

Computer Operator  
OES 560110  
1530 Lizzie Street, San Luis Obispo  
Varies by class  
\$80.00 plus books  
Evenings and weekends  
Certificate

**Cambria Adult School**  
**2820 Santa Rosa Creek Road**  
**Phone: (805) 927-7148**  
**Fax: (805) 927-6741**

**GENERAL INFORMATION**

Accrediting organization:	California State Department of Education (course approval)
Job placement:	No
On-site childcare:	No
Veteran services:	No
Career assessment/development services:	No
Distance learning:	No
Open entry/open exit:	Yes
Proximity to public transportation:	N/A
Special services to accommodate disabilities:	None
Financial aid assistance available:	N/A

**Program Title:**

**GED Preparation Program**

Occupational Objectives:	Various
OES or DOT Codes:	Various
Program Location:	Leffingwell High School
Average Time to Complete Program:	Depends on student
Classes Offered:	Late afternoon/week nights
Received Upon Successful Completion:	High School Credit/Preparation for GED Exam





## Regional Occupation Programs

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### Coast Union High School/ROP

**Coast Union High School/ROP**  
**Affiliated with Coast Unified School District**  
**2950 Santa Rosa Creek Road**  
**Cambria, CA 93428**  
**Phone: (805) 927-3889**  
**Fax: (805) 927-0312**

#### GENERAL INFORMATION

Accrediting organization:	Western Association of Schools and Colleges
Job placement:	Yes
On-site childcare:	No
Veteran services:	No
Career assessment/development services:	Yes
Distance learning:	No
Open entry/open exit:	No
Proximity to public transportation:	Morning bus on campus, afternoon bus stop 1/4 mile from campus
Special services to accommodate disabilities:	None
Financial aid assistance available:	No

Note: This program is solely for high school students and is taught during regular school hours.

#### Program Title:

Occupational Objective:  
OES Code:  
Program Location:  
Average Time to Complete Program:  
Prerequisites/Entry Requirements:  
Classes Offered:  
Received Upon Successful Completion:  
Restrictions:

#### Computer Assisted Accounting

Accounting Clerk  
OES 553380  
2950 Santa Rosa Creek Road, Cambria  
36 weeks  
None  
Weekdays  
Diploma  
Must be a high school student

#### Program Title:

Occupational Objective:  
OES Code:  
Program Location:  
Average Time to Complete Program:  
Prerequisites/Entry Requirements:  
Classes Offered:  
Received Upon Successful Completion:  
Restrictions:

#### Commercial Photography

Photographer  
OES 340230  
2950 Santa Rosa Creek Road, Cambria  
36 weeks  
None  
Weekdays  
Diploma  
Must be high school student

#### Program Title:

Occupational Objective:  
OES Code:  
Program Location:  
Average Time to Complete Program:  
Prerequisites/Entry Requirements:  
Classes Offered:  
Received Upon Successful Completion:  
Restrictions:

#### Carpentry and Related Trades

Carpenter  
OES 871020  
2950 Santa Rosa Creek Road, Cambria  
36 weeks  
Intro to Wood  
Weekdays  
Diploma  
Must be a high school student

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**Regional Occupation Programs**  
**Coast Union High School/ROP**

**Program Title:**

Occupational Objective:

OES Code:

Program Location:

Average Time to Complete Program:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

Restrictions:

**Ornamental Horticulture**

Landscaping/Gardening Laborer

OES 970410

2950 Santa Rosa Creek Road, Cambria

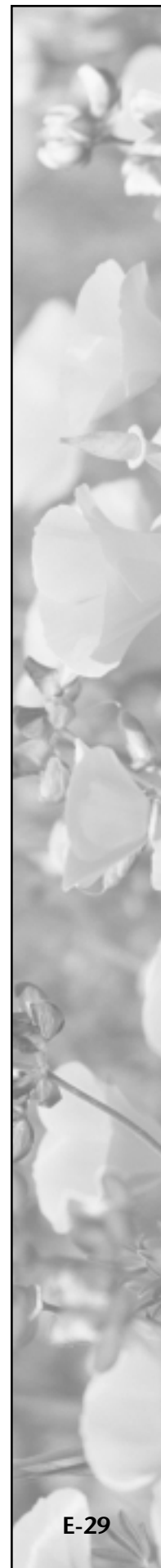
36 weeks

Biology/Ag. Biology

Weekdays

Diploma

Must be a high school student



## Regional Occupation Programs

### Santa Barbara County Regional Occupation Program – North County

#### Santa Barbara County Regional Occupation Program – North County

##### Mailing Address:

Santa Barbara County Education Office

4893 Bethany Lane

Santa Maria, CA 93455

Phone: (805) 937-8427

Fax: (805) 937-7489

#### GENERAL INFORMATION

Accrediting organization:	Information Not Available
Job placement:	Yes
On-site childcare:	No
Veteran services:	No
Career assessment/development services:	No
Distance learning:	No
Open entry/open exit:	No
Proximity to public transportation:	N/A
Special services to accommodate disabilities:	None
Financial aid assistance available:	No

#### TRAINING SITES

Santa Maria Area:	Lompoc Area:	Santa Ynez Area:
Santa Maria High School	Lompoc High School	Santa Ynez High School
Rigetti High School	Cabrillo High School	
Allan Hancock College		

Note: All of these programs are offered on weekdays free of charge. R.O.P. Vocational Training Programs are open for enrollment to persons 16 years of age or older. High school students enrolled in R.O.P. classes earn credits to apply towards their high school graduation. Students who complete an R.O.P. course receive a Certificate of Skills listing all of the job skills they have mastered during their course of study.

#### Program Title:

#### Accounting and Finance 1 and 2

Occupational Objective:

Accounting Clerk

OES Code:

OES 553380

Program Locations:

Santa Maria H.S., Rigetti H.S., Lompoc H.S.,  
Santa Ynez H.S. and Cabrillo H.S.

Average Time to Complete Program:

1-2 semesters

Prerequisites/Entry Requirements:

Accounting and Finance 1 for level 2

#### Program Title:

#### Advanced Agricultural Mechanics 1 and 2

Occupational Objective:

Farm Equipment Mechanic

OES Code:

OES 853210

Program Location:

Santa Maria H.S.

Average Time to Complete Program:

1 semester each

Prerequisites/Entry Requirements:

Advanced Agricultural Mechanics 1 for level 2

#### Program Title:

#### Advanced Automotive

Occupational Objective:

Automotive Mechanic

OES Code:

OES 835020

Program Locations:

Rigetti H.S., Lompoc H.S., Cabrillo H.S., and  
Santa Ynez H.S.

Average Time to Complete Program:

2 semesters

Prerequisites/Entry Requirements:

None

*Produced by Private Industry Council of San Luis Obispo County, Inc.*

*Occupational Outlook – San Luis Obispo County 1998 – 2000*

**Santa Barbara County Regional Occupation Program – North County**

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**Program Title:**

Occupational Objective:

OES Code:

Program Locations:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

**Advanced Drafting/CAD 1 and 2**

Drafter

OES 225140

Rigetti H.S., Lompoc H.S., Cabrillo H.S.,  
and Santa Ynez H.S.

2-4 semesters

\$0

Advanced CAD Drafting 1 for level 2

Weekdays

Certificate

**Program Title:**

Occupational Objective:

OES Code:

Program Location:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

**Animal Care/Veterinary Science**

Veterinary Assistant

OES 798060

Santa Ynez H.S.

2 semesters

\$0

None

Weekdays

Certificate

**Program Title:**

Occupational Objective:

OES Code:

Program Location:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

**Auto Body Repair and Painting**

Automotive Body and Related Repairer

OES 853050

Auto body facility

2 semesters

\$0

None

Weekdays

Certificate

**Program Title:**

Occupational Objective:

OES Code:

Program Location:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

**Banking**

Bank Teller

OES 531020

Lompoc area bank

1 semester

\$0

None

Weekdays (spring only)

Certificate

**Program Title:**

Occupational Objective:

OES Code:

Program Location:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

**Child Development**

Childcare Worker

OES 680380

Lompoc H.S.

2 semesters

\$0

None

Weekdays (spring only)

Certificate





## Regional Occupation Programs

### Santa Barbara County Regional Occupation Program – North County

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**Program Title:**

Occupational Objective:

OES and DOT Codes:

Program Locations:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

**Communication Technology**

Word Processing and Computer Graphics

OES 553070, DOT 003.064-997

Santa Maria H.S., Rigetti H.S., Lompoc H.S.,  
and Cabrillo H.S.

1 – 2 semesters

\$0

Typing at 25 wpm

Weekdays

Certificate

**Program Title:**

Occupational Objective:

OES Code:

Program Location:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

**Computer Technology and Repair**

Data Processing Equipment Repairer

OES 857050

Santa Ynez H.S.

2 semesters

\$0

None

Weekdays

Certificate

**Program Title:**

Occupational Objective:

OES Code:

Program Location:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

**Construction Technology**

Construction Trades (Carpenter, etc.)

OES 871020

Lompoc H.S.

2 semesters

\$0

Basic math ability

Weekdays

Certificate

**Program Title:**

Occupational Objective:

OES Codes:

Program Location:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

**Criminal Justice Occupations**

Law enforcement occupations

Various

Lompoc H.S.

2 semesters

\$0

None

Weekdays

Certificate

**Program Title:**

Occupational Objectives:

OES Codes:

Program Location:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

**Environmental Science and Technology**

Various

Various

Cabrillo H.S.

2 semesters

\$0

None

Weekdays

Certificate

**Santa Barbara County Regional Occupation Program – North County**

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**Program Title:**

Occupational Objective:

DOT Code:

Program Location:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

**Graphic Communications 1 and 2**

Graphic Artist

DOT 141.061-998

Cabrillo H.S.

2 semesters

Graphic Arts for level 1, Graphic Communications 1 for level 2

Weekdays

Certificate

**Program Title:**

Occupational Objective:

OES Code:

Program Location:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

**Meat Processing 1 and 2**

Meat, Poultry and Fish Cutter

OES 939380

Rigetti H.S.

2 – 4 semesters

\$0

Two semesters of Meat Processing 1

Weekdays

Certificate

**Program Title:**

Occupational Objective:

DOT Code:

Program Location:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

**Multimedia**

Design/Graphic Artist

DOT 141.061-018

Rigetti H.S.

4 semesters

\$0

None

Weekdays

Certificate

**Program Title:**

Occupational Objective:

OES Code:

Program Locations:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

**Office Technology**

General Office Clerk

OES 553470

Lompoc H.S., Rigetti H.S., and Santa Maria H.S.

1 – 2 semesters

\$0

Computer proficient, typing at 35 wpm

Weekdays

Certificate

**Program Title:**

Occupational Objective:

OES Code:

Program Location:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

**Ornamental Horticulture**

Nursery Worker

OES 790050

Rigetti H.S.

2 semesters

\$0

None

Weekdays

Certificate



## Regional Occupation Programs

### Santa Barbara County Regional Occupation Program – North County

---

**Program Title:**

Occupational Objective:

OES Code:

Program Location:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

**Restaurant Occupations 1 and 2**

Food Preparation Worker

OES 650380

Santa Ynez H.S.

2 semesters

\$0

Restaurant Occupations 1 for level 2

Weekdays

Certificate

**Program Title:**

Occupational Objective:

OES Code:

Program Locations:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

**Retail Merchandising**

Salespersons – Retail

OES 490110

Rigetti H.S., Santa Maria H.S., and Lompoc H.S.

1 semester

\$0

None

Weekdays

Certificate

**Program Title:**

Occupational Objective:

OES Code:

Program Location:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

**TV/Video/Film Production**

Producer

Code unknown

Rigetti H.S.

2 – 4 semesters

\$0

None

Weekdays

Certificate

**Program Title:**

Occupational Objective:

OES Code:

Program Location:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

**Viticulture**

Vineyard Manager

Code unknown

Rigetti H.S.

4 semesters

\$0

None

Weekdays

Certificate

**California Polytechnic University Extended Education**  
**Cal Poly/ Jaspersen Hall**  
**San Luis Obispo, CA 93407**  
**Phone: (805) 756-2053**  
**Fax: (805) 756-5933**  
**<http://www.calpoly.edu/~exted/>**

**GENERAL INFORMATION**

Accrediting organization:	Western Association of Schools and Colleges
Job placement:	No
On-site childcare:	No (Cal Poly does have a child care center with priority for University students.)
Veterans services:	Yes (for college credit programs)
Career assessment/development services:	No
Distance learning:	Yes
Open entry/open exit:	No
Proximity to public transportation:	Bus stop on campus
Special services to accommodate disabilities:	None
Financial aid assistance available:	No

**PROGRAMS OFFERED**

Cal Poly Extended Education offers a variety of courses including special-interest courses such as foreign language, travel abroad, computer courses, nutrition and cooking, wine appreciation, etc. They also offer professional development courses in education, business, and medical insurance billing. This directory profiles the school's Certificate programs only. Please contact the school for a current catalogue and information or the other courses offered.

**Program Title:**

**Human Resources Management Development**

Occupational Objective:	Human Resources Manager
OES Code:	OES 130050
Program Location:	Cal Poly campus
Average Time to Complete Program:	80 hours
Approximate Cost to Complete Program:	\$700
Prerequisites/Entry Requirements:	None
Classes Offered:	Evenings
Received Upon Successful Completion:	Certificate
Target Population:	People in management positions managers

**Program Title:**

**Paralegal Studies**

Occupational Objective:	Paralegal
OES Code:	OES 283050
Program Location:	Cal Poly campus
Average Time to Complete Program:	450 hours
Approximate Cost to Complete Program:	\$2,500
Prerequisites/Entry Requirements:	Completion of 45-quarter units of general education
Classes Offered:	Evenings
Received Upon Successful Completion:	Certificate
Target Population:	Legal Secretaries, Legal Assistants, and others interested in entering the field





## University Extension

### California Polytechnic State University

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**Program Title:**

Occupational Objective:

OES Code:

Program Location:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

**Technical Communications**

Technical Writer

OES 340050

Cal Poly campus

260 hours

\$2,500

High School Diploma or GED, English 114, English 218  
and English/SPC/Phil 125

Weekdays, evenings and weekends

Certificate

**Program Title:**

Occupational Objectives:

OES Code:

Program Location:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Classes Offered:

Received Upon Successful Completion:

**Wine Industry Certificate Program**

Various Winery Positions

Non-OES

Cal Poly campus

Need to complete 3 required and 7 elective courses

\$1,950

Weekends

Certificate

**Academy Travel Schools**  
**Mailing Address:**  
**P.O. Box 1707**  
**San Luis Obispo, CA 93401**

**GENERAL INFORMATION**

Accrediting organization:	Bureau for Private Post-Secondary Vocational Education
Job placement:	Yes
On-site childcare:	No
Veterans services:	No
Career assessment/development services:	Yes
Distance learning:	Yes
Open entry/open exit:	Yes
Proximity to public transportation:	Bus stop near facility
Special services to accommodate disabilities:	None
Financial aid assistance available:	No

**Program Title:**

Occupational Objective:

OES Code:

Program Location:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

**Travel Agent**

Travel Agent

OES 430210

697 Higuera St., Suite C, San Luis Obispo

100 hours

\$995

High school graduate

Open

Certificate





## Private Schools

### Atlas Computer Centers

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**Atlas Computer Centers**  
**325 E. Betteravia Road, Suite B-6A**  
**Santa Maria, CA 93454**  
**Phone: (805) 922-4550**  
**Fax: (805) 922-2375**

#### GENERAL INFORMATION

Accrediting organization:	Bureau for Private Post-Secondary Vocational Education
Job placement:	Assistance provided
On-site childcare:	No
Veterans services:	No
Career assessment/development services:	No
Distance learning:	No
Open entry/open exit:	No
Proximity to public transportation:	Bus stops a block and a half away
Special services to accommodate disabilities:	Wheelchair accessible, ergonomic equipment, and additional adaptive equipment
Financial aid assistance available:	No

#### LOCATIONS

75 Higuera Street Suite 210 San Luis Obispo, CA 93401	8763 El Camino Real Atascadero, CA 93422
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#### PROGRAMS OFFERED

Classes are offered in three and a half-hour sessions: 8:00 a.m. – 11:30 a.m., and 1:00 p.m. – 4:30 p.m. Students may select either session. Atlas Computer Center is authorized by Microsoft to conduct certification testing for the "Microsoft Office Users Specialist."

##### Program Title:

Occupational Objective:  
OES Code:  
Program Locations:  
Approximate Cost to Complete Program:  
Prerequisites/Entry Requirements:  
Received Upon Successful Completion:

##### A+ Certification

Office Technician  
OES 560110  
Santa Maria, Atascadero and San Luis Obispo  
\$825.00  
Ability to read and write English  
Certificate

##### Program Title:

Occupational Objective:  
OES Code:  
Program Locations:  
Average Time to Complete Program:  
Approximate Cost to Complete Program:  
Prerequisites/Entry Requirements:  
Classes Offered:  
Received Upon Successful Completion:

##### Computer Basics

Computer Operator  
OES 560110  
Santa Maria, Atascadero and San Luis Obispo  
3 weeks  
\$825.00  
Ability to read and write English  
Weekdays  
Certificate

##### Program Title:

Occupational Objective:  
OES Code:  
Program Locations:  
Average Time to Complete Program:  
Approximate Cost to Complete Program:

##### Basic Word Processing

Typist/Word Processor  
OES 553070  
Santa Maria, Atascadero and San Luis Obispo  
3 weeks  
\$825.00

Prerequisites/Entry Requirements: Ability to read and write English  
Classes Offered: Weekdays  
Received Upon Successful Completion: Certificate

**Program Title:**

Occupational Objective:

OES Code:

Program Locations:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

**Basic Spreadsheets**

Computer Operator

OES 560110

Santa Maria, Atascadero and San Luis Obispo

3 weeks

\$825.00

Ability to read and write English

Weekdays

Certificate

**Program Title:**

Occupational Objective:

OES Code:

Program Locations:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

**Basic Database**

Computer Operator

OES 560110

Santa Maria, Atascadero and San Luis Obispo

3 weeks

\$825.00

Ability to read and write English

Weekdays

Certificate

**Program Title:**

Occupational Objective:

Non-OES Code:

Program Locations:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

**Intermediate Office Skills**

Administrative Assistant

Non-OES 169.167-997

Santa Maria, Atascadero and San Luis Obispo

3 weeks

\$825.00

Ability to read and write English, and successful completion of basic word processing, basic spreadsheets, and database

Weekdays

Certificate

**Program Title:**

Occupational Objective:

Non-OES Code:

Program Locations:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

**Advanced Office Skills**

Administrative Assistant

Non-OES 169.167-997

Santa Maria, Atascadero and San Luis Obispo

3 weeks

\$825.00

Ability to read and write English, and successful completion of Intermediate Office Skills

Weekdays

Certificate

**Program Title:**

Occupational Objective:

DOT Code:

Program Locations:

**Desktop Publishing**

Graphic Designer

DOT 141.061-998

Santa Maria, Atascadero and San Luis Obispo



## Private Schools

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### Atlas Computer Centers

Average Time to Complete Program: 3 weeks  
Approximate Cost to Complete Program: \$825.00  
Prerequisites/Entry Requirements: Ability to read and write English, and basic computer operations

Classes Offered: Weekdays  
Received Upon Successful Completion: Certificate

#### Program Title:

Occupational Objective:  
DOT Code:  
Program Locations:  
Average Time to Complete Program:  
Approximate Cost to Complete Program:  
Prerequisites/Entry Requirements:

Classes Offered:  
Received Upon Successful Completion:

#### Web Page Design

Graphic Designer  
DOT 141.061-998  
Santa Maria, Atascadero and San Luis Obispo  
3 weeks  
\$825.00  
Ability to read and write English, and basic computer operations  
Weekdays  
Certificate

#### Program Title:

Occupational Objective:  
OES Code:  
Program Locations:  
Average Time to Complete Program:  
Approximate Cost to Complete Program:  
Prerequisites/Entry Requirements:  
Classes Offered:  
Received Upon Successful Completion:

#### Bookkeeping

Bookkeeping and Accounting Clerk  
OES 553380  
Santa Maria, Atascadero and San Luis Obispo  
3 weeks  
\$825.00  
Ability to read and write English  
Weekdays  
Certificate

#### Program Title:

Occupational Objectives:  
OES or DOT Codes:  
Program Locations:  
Average Time to Complete Program:  
Approximate Cost to Complete Program:  
Prerequisites/Entry Requirements:

Classes Offered:  
Received Upon Successful Completion:  
Target Population:

#### Business Presentations

Various  
Various  
Santa Maria, Atascadero and San Luis Obispo  
3 weeks  
\$825.00  
Ability to read and write English, and basic computer operations  
Weekdays  
Certificate  
Adults

#### Program Title:

Occupational Objective:  
OES Code:  
Program Locations:  
Average Time to Complete Program:  
Approximate Cost to Complete Program:  
Prerequisites/Entry Requirements:  
Classes Offered:  
Received Upon Successful Completion:  
Target Population:

#### Computer Troubleshooting

Computer Operator  
OES 560110  
Santa Maria, Atascadero and San Luis Obispo  
3 weeks  
\$825.00  
Ability to read and write English  
Weekdays  
Certificate  
Adults

**Center for Employment Training**  
**509 West Morrison**  
**Santa Maria, CA 93454**  
**Phone: (805) 928-1737**  
**Fax: (805) 928-1203**

**GENERAL INFORMATION**

Accrediting organization:	Western Association of Schools and Colleges
Job placement:	Yes
On-site childcare:	No
Veteran services:	Yes
Career assessment/development services:	Yes
Distance learning:	No
Open entry/open exit:	Yes
Proximity to public transportation:	Bus stop in front of facility
Special services to accommodate disabilities:	Handicap accessible and program adaptation as needed
Financial aid assistance available:	Pell Grants, student loans, Federal work-study programs, and SEOG grants.

**Program Title:**

**Automated Office Skills**

Occupational Objectives:	General Office Clerk, Secretary, etc.
OES Codes:	OES 553470, OES 551080
Program Location:	509 West Morrison, Santa Maria
Average Time to Complete Program:	23 weeks
Approximate Cost to Complete Program:	\$6,855
Prerequisites/Entry Requirements:	None
Classes Offered:	Weekdays
Received Upon Successful Completion:	Certificate

**Program Title:**

**Building Maintenance**

Occupational Objective:	Carpenter and Related Worker
OES Code:	OES 871000
Program Location:	509 West Morrison, Santa Maria
Average Time to Complete Program:	26 weeks
Approximate Cost to Complete Program:	\$7,350
Prerequisites/Entry Requirements:	None
Classes Offered:	Weekdays
Received Upon Successful Completion:	Certificate

**Program Title:**

**Medical Assistant**

Occupational Objective:	Medical Assistant
OES Code:	OES 660050
Program Location:	509 West Morrison, Santa Maria
Average Time to Complete Program:	38 weeks
Approximate Cost to Complete Program:	\$8,176
Prerequisites/Entry Requirements:	None
Classes Offered:	Weekdays
Received Upon Successful Completion:	Certificate and eligibility for exam





## Private Schools

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### Center for Employment Training

**Program Title:**

Occupational Objective:

OES Code:

Program Location:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

**Shipping and Receiving**

Shipping and Receiving

OES 580280

509 West Morrison, Santa Maria

21 weeks

\$6,360

None

Weekdays

Certificate

**SHORT COURSES****Program Title:**

Occupational Objective:

Non-OES and OES Codes:

Program Location:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

**Customer Service/Data Entry**

Customer Service Representative and Computer Operator

Non-OES 553350998, OES 560110

509 West Morrison, Santa Maria

12 weeks

\$4,500

None

Weekdays

Certificate

**Program Title:**

Occupational Objective:

OES Code:

Program Location:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

**Computer Applications**

Computer Operator

OES 560110

509 West Morrison, Santa Maria

12 weeks

\$4,500

None

Weekdays

Certificate and eligibility for exam

**Program Title:**

Occupational Objective:

OES or DOT Codes:

Program Location:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

**Electrician's Helper**

Electrician's Helper

Codes unknown

509 West Morrison, Santa Maria

12 weeks

\$4,500

None

Weekdays

Certificate

**Program Title:**

Occupational Objective:

Non-OES Code:

Program Location:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

**Forklift Operator Warehouse Specialist**

Forklift Operator

Non-OES 921683999

509 West Morrison, Santa Maria

12 weeks

\$4,500

None

Weekdays

Certificate

**Program Title:**

Occupational Objectives:  
OES or DOT Codes:  
Program Location:  
Average Time to Complete Program:  
Approximate Cost to Complete Program:  
Prerequisites/Entry Requirements:  
Classes Offered:  
Received Upon Successful Completion:

**Job Preparation and Placement**

Various  
Various  
509 West Morrison, Santa Maria  
6 weeks  
\$3,210  
None  
Weekdays  
Certificate

**Program Title:**

Occupational Objective:  
OES Code:  
Program Location:  
Average Time to Complete Program:  
Approximate Cost to Complete Program:  
Prerequisites/Entry Requirements:  
Classes Offered:  
Received Upon Successful Completion:

**Light Vehicle Driver**

Truck Driver, Light – Including Delivery & Route workers  
OES 971050  
509 West Morrison, Santa Maria  
12 weeks  
\$4,500  
None  
Weekdays  
Certificate

**Program Title:**

Occupational Objective:  
OES Code:  
Program Location:  
Average Time to Complete Program:  
Approximate Cost to Complete Program:  
Prerequisites/Entry Requirements:  
Classes Offered:  
Received Upon Successful Completion:

**Medical Records Clerk**

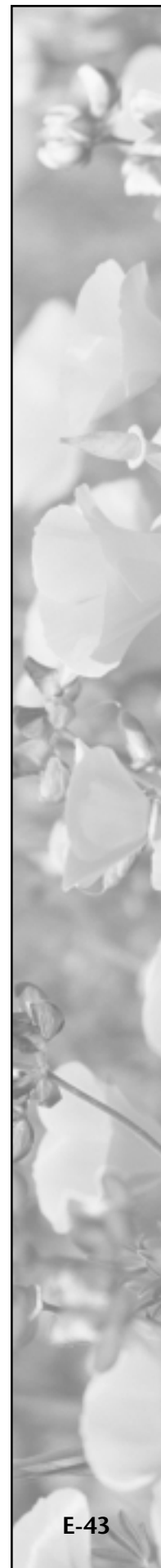
Medical Records Technician  
OES 329110  
509 West Morrison, Santa Maria  
12 weeks  
\$4,500  
None  
Weekdays  
Certificate

**Program Title:**

Occupational Objective:  
OES or DOT Codes:  
Program Location:  
Average Time to Complete Program:  
Approximate Cost to Complete Program:  
Prerequisites/Entry Requirements:  
Classes Offered:  
Received Upon Successful Completion:

**Plumber's Helper Installer**

Plumber's Helper  
Codes unknown  
509 West Morrison, Santa Maria  
12 weeks  
\$4,500  
None  
Weekdays  
Certificate





## Private Schools

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### Central California School of Continuing Education

#### Central California School of Continuing Education

3195 McMillan Avenue, No. F

San Luis Obispo, CA 93401

Phone: (805) 543-9123

Fax: (805) 543-6330

<http://www.ccs@thegrid.net>

#### GENERAL INFORMATION

Accrediting organization:	Bureau for Private Post-Secondary Vocational Education
Job placement:	Yes
On-site childcare:	No
Veteran services:	Yes
Career assessment/development services:	Yes
Distance learning:	No
Open entry/open exit:	Yes
Proximity to public transportation:	Bus stops one and a half blocks from facility
Special services to accommodate disabilities:	None
Financial aid assistance available:	Pell Grants, Plus loans, and subsidized/ unsubsidized loans

Average costs to complete programs include a \$75 registration fee, plus tuition and supply costs.

#### Program Title:

Occupational Objective:

DOT Code:

Program Location:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

#### Computer Support Specialist

Computer and Software Support Technician

DOT 213.132-999

3195 McMillan Ave. # F, San Luis Obispo

28 weeks

\$7,475

Must pass state-approved entrance exam

Weekdays

Certificate

#### Program Title:

Occupational Objective:

OES Code:

Program Location:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

#### Dental Assistant

Dental Assistant

OES 660020

3195 McMillan Ave. # F, San Luis Obispo

28 weeks

\$7,140

Must pass state-approved entrance exam

Weekdays

Certificate

#### Program Title:

Occupational Objective:

OES Code:

Program Location:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

#### Medical Assisting

Medical Assistant

OES 660050

3195 McMillan Ave. # F, San Luis Obispo

28 weeks

\$6,670

Must pass state-approved entrance exam

Weekdays

Certificate and eligibility for exam (C.M.A.A.)

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Central California School of Continuing Education**Program Title:**

Occupational Objective:

OES Code:

Program Location:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

**Medical Assistant/X-Ray Technician**

Medical Assistant

OES 660050

3195 McMillan Ave. # F, San Luis Obispo

40 weeks

\$8,700

Must pass state-approved entrance exam

Weekdays

Certificate and eligibility for exam

**Program Title:**

Occupational Objective:

DOT Code:

Program Location:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

**Medical Transcribing**

Medical Transcriber

DOT 079.362-014

3195 McMillan Ave. # F, San Luis Obispo

28 weeks

\$7,615

Must pass state-approved entrance exam

Weekdays

Certificate

**Program Title:**

Occupational Objective:

DOT Code:

Program Location:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

**Ultrasonographer**

Ultrasound Technologist

DOT 078.364-010

3195 McMillan Ave. # F, San Luis Obispo

48 weeks

\$8,675

Must have a medical background

Weekdays

Certificate

**Program Title:**

Occupational Objective:

OES Code:

Program Location:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

**X-Ray Technician**

Radiological Technologist – Diagnostic

OES 329210

3195 McMillan Ave. # F, San Luis Obispo

40 weeks

\$17,400

Must pass state-approved entrance exam

Weekdays

Certificate and eligibility for exam





## Private Schools

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### Century 21 Real Estate School

#### Century 21 Real Estate School

##### Headquarters

2428 N. Grand, Suite K

Santa Ana, CA 92705

Phone: (800) 300-7375

#### GENERAL INFORMATION

Accrediting organization:	Bureau for Private Post-Secondary Vocational Education Department of Real Estate
Job placement:	Yes
On-site childcare:	No
Veteran services:	No
Career assessment/development services:	Yes
Distance learning:	Yes
Open entry/open exit:	Yes
Proximity to public transportation:	N/A
Special services to accommodate disabilities:	None
Financial aid assistance available:	No

#### Program Title:

#### Real Estate Pre-License

Occupational Objective:	Sales Agent – Real Estate
OES Code:	OES 430080
Program Location:	A distance learning program
Average Time to Complete Program:	18 days
Approximate Cost to Complete Program:	\$199
Prerequisites/Entry Requirements:	Must be 18 years and older
Classes Offered:	Home study plus weekend review
Received Upon Successful Completion:	Certificate

**Computer Training Network**  
**1137 Pacific Street**  
**San Luis Obispo, CA 93401**  
**Phone: (805) 546-0357**  
**Fax: 546-0431**

**GENERAL INFORMATION**

Accrediting organization:	Bureau for Private Post-Secondary Vocational Education
Job placement:	No
On-site childcare:	No
Veterans services:	No
Career assessment/development services:	No
Distance learning:	No
Open entry/open exit:	Yes
Proximity to public transportation:	Bus stop one block from facilities
Special services to accommodate disabilities:	Wheelchair accessible
Financial aid assistance available:	No

**OTHER TRAINING SITES**

117 E. Fesler Street Santa Maria, CA 93454	5266 Hollister Ave., #108 Santa Barbara, CA 93105	212 E. Walnut Lompoc, CA 93436
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**PROGRAMS OFFERED**

Training programs are customized to meet individual student needs. Computer classes involve 3.5 hours of instruction per day. Classrooms are located in San Luis Obispo, Santa Maria, Lompoc and Santa Barbara.

**CAREER PROGRAMS OFFERED**

(Note: Training programs are customized to meet individual student needs. Computer classes involve 3.5 hours of instruction per day. Classrooms are located in San Luis Obispo, Santa Maria, Lompoc and Santa Barbara).

**Program Title:**

Occupational Objectives:

OES or DOT Codes:

Program Locations:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

**Computer Training**

Computer Operator, Computer and  
Software Support Technician

OES 560110, DOT 213.132-999

All

12-21 weeks (from basic to advanced)

\$3,075 – \$5,325 (depending on program chosen)

None

Weekdays

Certificate

**Program Title:**

Occupational Objective:

OES or DOT Codes:

Program Locations:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

**Desktop Publishing**

Marketing Specialist

Codes unknown

San Luis Obispo, Santa Maria and Santa Barbara

10 weeks (6 hours/week)

\$775

None

Weekdays

Certificate



## Private Schools

### Computer Training Network

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**Program Title:**

Occupational Objective:

OES Code:

Program Locations:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

**Bookkeeping**

Bookkeeping and Accounting Clerk

OES 553380

All

10 weeks (3 hours/week)

\$575

None

Weekdays

Certificate

**Program Title:**

Occupational Objective:

OES Code:

Program Locations:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

Target Population:

**Medical Office Specialist**

Medical Secretary

OES 551050

San Luis Obispo and Santa Maria

9 weeks (6 hours/week)

\$800

None

Weekdays

Certificate

18 years and older

**Program Title:**

Occupational Objective:

OES Code:

Program Locations:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

Target Population:

**Hardware Technician/A+ Study**

Computer Repair Technician

OES 857050

All

10 weeks (6 hours/week)

\$775

None

Weekdays

Certificate

18 years and older

**Computer Support Services**

**Mailing Address:**  
**P.O. Box 5927**  
**Santa Maria, CA 93456**

**GENERAL INFORMATION**

Accrediting organization:	Bureau for Private Post-Secondary Vocational Education
Job placement:	No
On-site childcare:	No
Veterans services:	No
Career assessment/development services:	No
Distance learning:	No
Open entry/open exit:	Yes
Proximity to public transportation:	Bus stop 1/4th mile from facility
Special services to accommodate disabilities:	Provided as needed
Financial aid assistance available:	No

**TRAINING FACILITY**

111 N. Vine Street  
Santa Maria, CA 93454  
Phone: (805) 928-2209  
Fax: (805) 928-7437

**Program Title:**

Occupational Objective:

DOT Code:

Program Location:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

**A+ Certification**

Computer Specialist

DOT 031.262-010

111 N. Vine Street, Santa Maria

15 weeks at 32 hours per week

\$3,126

Able to read and understand English

Weekdays or other times by special arrangement

Certificate

**Program Title:**

Occupational Objective:

DOT Code:

Program Location:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

**A+ & Network Certification**

Computer Specialist

DOT 031.262-010

111 N. Vine Street, Santa Maria

30 weeks at 32 hours per week

\$4,934

Able to read and understand English

Weekdays or other times by special arrangement

Certificate

**Program Title:**

Occupational Objective:

OES Code:

Program Location:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

Target Population:

**Computer Application Specialist**

Computer Operator

OES 560110

111 N. Vine Street, Santa Maria

10-13 weeks

\$3,300

Able to read and understand English

Weekdays or other times by special arrangement

Certificate

General Office Personnel



## Private Schools

### Computer Support Services

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**Program Title:**

Occupational Objective:

OES Code:

Program Location:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

Target Population:

**Computer Accounting Specialist**

Bookkeeping, Accounting Clerk

OES 553380

111 N. Vine Street, Santa Maria

15-17 weeks

\$3,671

Numeric aptitude and understands English

Weekdays or other times by special arrangement

Certificate

General Office Personnel

**Program Title:**

Occupational Objective:

DOT Code:

Program Location:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

Target Population:

**Graphics Specialist**

Graphic Designer (Computer Graphics Assistant)

DOT 141.061-018

111 N. Vine Street, Santa Maria

17-21 weeks

\$4,301

Artistic aptitude and reads and understands English

Weekdays or other times by special arrangement

Certificate

General Office Personnel with graphic aptitude

**Program Title:**

Occupational Objective:

DOT Code:

Program Location:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

Target Population:

**Microsoft NT – MSCE Certification**

Microsoft Certified Software Engineer

DOT 031.262-010

111 N. Vine Street, Santa Maria

35 weeks at 32 hours per week

\$6,324

Basic computer knowledge, reads and understands English

Weekdays or other times by special arrangement

M.S.C.E. Certification and Certificate

Computer literate desiring complex network certification

**Program Title:**

Occupational Objective:

DOT Code:

Program Location:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

Target Population:

**Novell CNA Certification**

Certified Novell Administrative position

DOT 031.262-010

111 N. Vine Street, Santa Maria

15 weeks at 32 hours per week

\$2,992

Basic computer knowledge, reads and understands English

Weekdays or other times by special arrangement

Novell Certification and Certificate

Computer literate desiring lesser network certification

**Program Title:**

Occupational Objective:

Non-OES Code:

Program Location:

Average Time to Complete Program:

Approximate Cost to Complete Program:

**Network Tech Specialist**

Computer Network Administrator

Non-OES 031262999

111 N. Vine Street, Santa Maria

25-45 weeks

\$7,400 – \$7,500

Prerequisites/Entry Requirements:	Mechanical aptitude, and reads and understands English
Classes Offered:	Weekdays or other times by special arrangement
Received Upon Successful Completion:	Novell CNA Certification, A+ Certification, and Certificate
Target Population:	Mechanical aptitude and interest in networks

**Program Title:**

**Tech Specialist**

Occupational Objective:	Computer Repair/Upgrade Technician
OES Code:	OES 857050
Program Location:	111 N. Vine Street, Santa Maria
Average Time to Complete Program:	15-20 weeks
Approximate Cost to Complete Program:	\$4,700 – \$4,800
Prerequisites/Entry Requirements:	Mechanical aptitude, reads and understands English
Classes Offered:	Weekdays or other times by special arrangement
Received Upon Successful Completion:	A+ Certification and Certificate
Target Population:	Mechanical aptitude and interest in computers





## Private Schools

### CTE Computer Training Centers, Inc.

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**CTE Computer Training Centers, Inc.**  
**4251 So. Higuera Street, Suite 402**  
**San Luis Obispo, CA 93401**  
**Phone: (805) 786-4283**  
**Fax: (805) 597-5420**  
**www.ctetrain.com**

#### GENERAL INFORMATION

Accrediting organization:	Microsoft Solution Provider
Job placement:	No
On-site childcare:	No
Veteran services:	No
Career assessment/development services:	No
Distance learning:	No
Open entry/open exit:	Yes
Proximity to public transportation:	Bus stop one block from facilities
Special services to accommodate disabilities:	Wheelchair accessible
Financial aid assistance available:	No

#### PROGRAMS OFFERED

Training programs are designed to meet the individuals needs. Approximate completion time and program costs vary by student, based on training program developed. The average single-day class price is \$169.00.

##### Program Title:

Occupational Objective:  
OES Code:  
Program Location:  
Prerequisites/Entry Requirements:  
Classes Offered:  
Received Upon Successful Completion:

##### PC Introduction

Computer Operator  
OES 560110  
4251 So. Higuera Street Suite 402, San Luis Obispo  
Keyboarding skills  
Weekdays and occasional Saturday class  
Certificate

##### Program Title:

Occupational Objective:  
OES Code:  
Program Location:  
Prerequisites/Entry Requirements:  
Classes Offered:  
Received Upon Successful Completion:

##### Windows

Computer Operator  
OES 560110  
4251 So. Higuera Street, Suite 402, San Luis Obispo  
Basic-keyboarding skills  
Weekdays and occasional Saturday class  
Certificate

##### Program Title:

Software Studied:  
  
Occupational Objective:  
OES Code:  
Program Location:  
Prerequisites/Entry Requirements:  
  
Classes Offered:  
Received Upon Successful Completion:

##### Computer Software

Microsoft Office Suite  
Visio  
Access Programming for Visual Basic  
Front Page  
Crystal Reports  
Computer Operator  
OES 560110  
4251 So. Higuera Street Suite 402, San Luis Obispo  
Basic-keyboarding skills, knowledge of Windows  
Operating system  
Weekdays and occasional Saturday class  
Certificate

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*Produced by Private Industry Council of San Luis Obispo County, Inc.*

*Occupational Outlook – San Luis Obispo County 1998 – 2000*

## Private Schools

### Gold Coast Education – San Luis Obispo Beauty School & Santa Maria Beauty School

#### Gold Coast Education San Luis Obispo Beauty School & Santa Maria Beauty School

**Mailing Address:**  
**135 West Carmen Lane**  
**Santa Maria, CA 93454**  
**Phone: (805) 543-3305**  
**Fax: (805) 928-4078**

#### GENERAL INFORMATION

Accrediting organizations:	Bureau for Private Post Secondary & Vocational Education
Job placement:	Yes
On-site childcare:	No
Veteran services:	No
Career assessment/development services:	Yes
Distance learning:	No
Open entry/open exit:	Yes
Proximity to public transportation:	Bus stop in front of school
Special services to accommodate disabilities:	None
Financial aid assistance available:	None

#### Program Title:

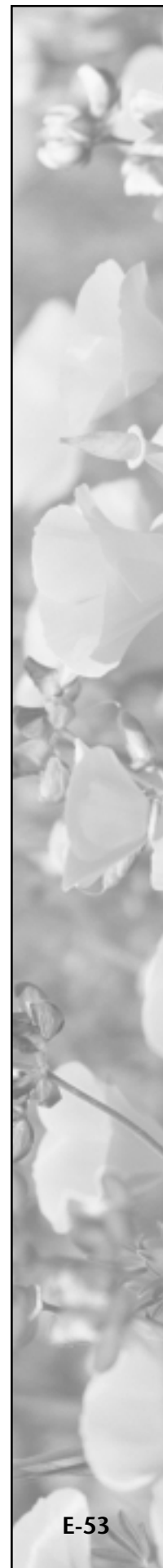
#### Cosmetology

Occupational Objective:	Hairdresser, Hairstylist
OES Code:	OES 680050
Program Locations:	285 South Street, San Luis Obispo 135 West Carmen Lane, Santa Maria
Average Time to Complete Program:	40 weeks
Approximate Cost to Complete Program:	\$4,800
Prerequisites/Entry Requirements:	None
Classes Offered:	Weekdays and Saturdays
Received Upon Successful Completion:	Certificate and eligibility for exam

#### Program Title:

#### Manicurist

Occupational Objective:	Manicurist
OES Code:	OES 680080
Program Locations:	285 South Street, San Luis Obispo 135 West Carmen Lane, Santa Maria
Average Time to Complete Program:	40 weeks
Approximate Cost to Complete Program:	\$1,600
Prerequisites/Entry Requirements:	None
Classes Offered:	Monday through Saturday
Received Upon Successful Completion:	Certificate and eligibility for exam





## Private Schools

### H & R Block

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**H & R Block**  
**1954 South Broadway**  
**Santa Maria, CA 93454**  
**Phone: (805) 928-2391**  
**Fax: (805) 349-0488**  
**www.hrblock.com**

#### GENERAL INFORMATION

Accrediting organizations:	Bureau for Private Post-Secondary & Vocational Education
Job placement:	Yes (if hired)
On-site childcare:	No
Veterans services:	No
Career assessment/development services:	No
Distance learning:	No
Open entry/open exit:	Yes
Proximity to public transportation:	Call for site specific information
Special services to accommodate disabilities:	None
Financial aid assistance available:	Payment plans offered

#### OTHER TRAINING LOCATIONS

1800 Grand Ave.	560 Higuera St.
Grover Beach, CA 93433	San Luis Obispo, CA 93401

#### Program Title:

Occupational Objective:

DOT Code:

Program Location:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

#### Basic Tax Preparation

Tax Form Preparer

DOT 219.362-070

Varies

11 weeks

\$295

None

Weekdays and evenings

Certificate, and Tax Preparation Certification

Independently owned H&R Block franchises in San Luis Obispo County also provide the same training program. The following is a list of these independently owned sites. Contact the business directly for training schedule and other details.

H & R Block  
895 Napa Avenue  
Morro Bay, CA 93442  
Phone: (805) 772-9550  
Fax: (805) 772-7991

H & R Block  
4401 El Camino Real, Suite A  
Atascadero, CA 93422  
Phone: (805) 466-0490  
Fax: (805) 466-6822

H & R Block  
527 Pine Street  
Paso Robles, CA 93422  
Phone: (805) 238-0715  
Fax: (805) 237-4067

**Huffman and Associates**  
**5943 Traffic Way**  
**Atascadero, CA 93422**  
**Phone: (805) 461-1053**  
**<http://home.calnet.com/huffman>**

**GENERAL INFORMATION**

Accrediting organizations:	Bureau for Private Post-Secondary & Vocational Education
Job placement:	Yes – Informal
On-site childcare:	No
Veterans services:	Yes
Career assessment/development services:	Yes
Distance learning:	Yes
Open entry/open exit:	Yes
Proximity to public transportation:	Bus stop one block from facility
Special services to accommodate disabilities:	Ergonomic equipment provided and wheelchair accessible
Financial aid assistance available:	No

**Program Title:**

Occupational Objective:	<b>Entrepreneurial Skills</b> Small Business Owner/General Manager
OES Code:	OES 190050
Program Location:	5943 Traffic Way, Atascadero
Average Time to Complete Program:	14 weeks
Approximate Cost to Complete Program:	\$2,025
Prerequisites/Entry Requirements:	None
Target Population:	Adults planning to start or manage a small business (Note: Business incubation is also offered.)

**Program Title:**

Occupational Objective:	<b>Management Trainee</b> Entry-level Management Position
OES or DOT Codes:	Various
Program Location:	5943 Traffic Way, Atascadero
Average Time to Complete Program:	14 weeks
Approximate Cost to Complete Program:	\$2,025
Prerequisites/Entry Requirements:	Knowledge of English

**Program Title:**

Occupational Objective:	<b>Microcomputer Applications</b> Computer Operator
OES Code:	OES 560110
Program Location:	5943 Traffic Way, Atascadero
Average Time to Complete Program:	14 weeks
Approximate Cost to Complete Program:	\$2,025
Prerequisites/Entry Requirements:	None

**Program Title:**

Occupational Objectives:	<b>Receptionist and Secretarial</b> Receptionist, General Office Clerk
OES Codes:	OES 553050, OES 553470
Program Location:	5943 Traffic Way, Atascadero
Average Time to Complete Program:	14 weeks
Approximate Cost to Complete Program:	\$2,025
Prerequisites/Entry Requirements:	None
Classes Offered:	Weekdays





## Private Schools

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### Huffman and Associates

**Program Title:**

Occupational Objective:

OES Codes:

Program Location:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Prerequisites/Entry Requirements:

**Sales and Marketing Skills**

Sales Rep. – Non-Scientific, Sales Rep. – Services

OES 490080, OES 430990

5943 Traffic Way, Atascadero

14 weeks

\$2,025

None

**Program Title:**

Occupational Objective:

OES Code:

Program Location:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Prerequisites/Entry Requirements:

Classes Offered

Received Upon Successful Completion:

**Computer Repair**

Computer Hardware Repairer

OES 857050

5943 Traffic Way, Atascadero

14 weeks

\$2,300

Computer Application knowledge

Weekdays

Certificate

**Program Title:**

Occupational Objective:

OES Code:

Program Location:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Prerequisites/Entry Requirements:

**Web Page Design/JAVA**

Web Page Designer and Animator

OES 857050

5943 Traffic Way, Atascadero

14 weeks

\$2,300

Computer Application knowledge

**International Bartenders School**

**Mailing Address:**  
**14151 Hawthorne Blvd.**  
**Hawthorne, CA 90250**  
**Phone: (310) 676-6696**  
**Fax: (310) 973-0357**

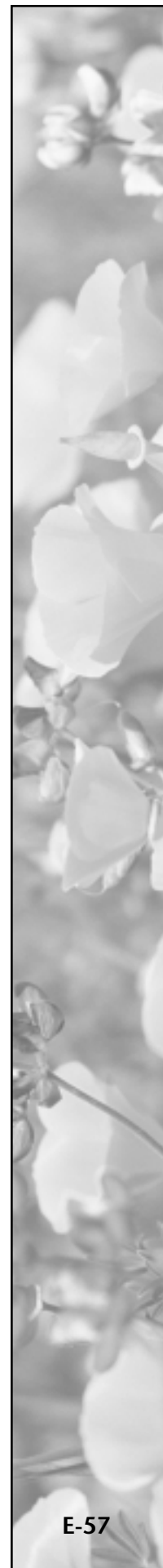
**GENERAL INFORMATION**

Accrediting organizations:	Bureau for Private Post-Secondary & Vocational Education
Job placement:	Yes
On-site childcare:	No
Veteran services:	No
Career assessment/development services:	Yes
Distance learning:	No
Open entry/open exit:	Yes
Proximity to public transportation:	N/A
Special services to accommodate disabilities:	None
Financial aid assistance available:	None

**Program Title:**

**Bartending**

Occupational Objective:	Bartender
OES Code:	OES 650050
Program Locations:	Various hotels
Average Time to Complete Program:	40 hours
Approximate Cost to Complete Program:	\$1,295
Prerequisites/Entry Requirements:	None
Classes Offered:	Weekdays and evenings
Received Upon Successful Completion:	Certificate





## Private Schools

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### MacTeacher

**MacTeacher**  
**Mailing Address:**  
**P.O. Box 696**  
**San Luis Obispo, CA 93406**

**2308 Broad St.**  
**San Luis Obispo, CA 93401**  
**Phone: (805) 541-9225**  
**Fax: (805) 541-2131**  
**www.macteacher.com**

#### GENERAL INFORMATION

Accrediting organizations:	Bureau for Private Post-Secondary & Vocational Education
Job placement:	No
On-site childcare:	No
Veterans services:	No
Career assessment/development services:	No
Distance learning:	No
Open entry/open exit:	Occasionally
Proximity to public transportation:	Bus stop one block from facility
Special services to accommodate disabilities:	Wheelchair accessible, ergonomic equipment, and additional adaptive equipment
Financial aid assistance available:	Payment plans offered and credit cards accepted

#### PROGRAMS OFFERED

The cumulative length of instruction, and the approximate cost, will vary for any individual depending upon their specific goals, directions, and needs.

##### Program Title:

Occupational Objectives:  
OES and DOT Codes:  
Program Location:  
Average Time to Complete Program:  
Approximate Cost to Complete Program:  
Prerequisites/Entry Requirements:  
Classes Offered:  
Received Upon Successful Completion:

##### General Computer Literacy

Administrative Assistant, Computer Operator, & Secretary  
OES 560110, DOT 169.167-997  
2308 Broad Street, San Luis Obispo  
13 – 16 weeks  
\$4,000 – \$5,500  
None  
Weekdays and occasional weekends  
Certificate

##### Program Title:

Occupational Objective:  
DOT Code:  
Program Location:  
Average Time to Complete Program:  
Approximate Cost to Complete Program:  
Prerequisites/Entry Requirements:  
Classes Offered:  
Received Upon Successful Completion:

##### Graphic Arts

Graphic Designer  
DOT 141.061.998  
2308 Broad Street, San Luis Obispo  
16 weeks  
\$4,500 – \$6,000  
Work experience in the field of study  
Weekdays, evenings, and occasional weekends  
Certificate

**Program Title:**

Occupational Objective:

OES Code:

Program Location:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

**AutoCAD**

Drafter (CAD Operator)

OES 225140

2308 Broad Street, San Luis Obispo

13-16 weeks

\$4,000 – \$6,000

Work experience in the field of study

Weekdays, evenings, and occasional weekends

Certificate

**Program Title:**

Occupational Objective:

Non-OES Code:

Program Location:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

**Web Technician**

Web Technician

Non-OES 031064999

2308 Broad Street, San Luis Obispo

16 weeks

\$5,000 – \$6,000

Must be computer literate

Weekdays, evenings, and occasional weekends

Certificate



## Private Schools

### Opportunities Unlimited

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**Opportunities Unlimited**  
**1192 Grand Avenue**  
**Arroyo Grande, CA 93420**  
**Phone: (805) 474-9006**  
**Fax: (805) 474-9012**

#### GENERAL INFORMATION

Accrediting organizations:	Bureau for Private Post-Secondary & Vocational Education
Job placement:	Yes
On-site childcare:	No
Veterans services:	No
Career assessment/development services:	Yes
Distance learning:	No
Open entry/open exit:	Yes
Proximity to public transportation:	Bus stop less than 1/4 mile from facility
Special services to accommodate disabilities:	Wheelchair accessible, voice to text software, special mice available (glide point, trackball, and cordless infrared)
Financial aid assistance available:	Payment plans offered

#### OTHER TRAINING LOCATION

106 South C. Street  
Lompoc, CA 93436

#### Program Title:

Occupational Objective:  
OES Code:  
Program Location:  
Average Time to Complete Program:  
Approximate Cost to Complete Program:  
Prerequisites/Entry Requirements:  
Classes Offered:  
Received Upon Successful Completion:

#### Computer Basics

Computer Operator  
OES 560110  
1192 Grand Avenue, Arroyo Grande  
12 hours  
\$272.12  
None  
Weekdays  
Certificate

#### Program Title:

Occupational Objectives:  
OES Codes:  
Program Location:  
Average Time to Complete Program:  
Approximate Cost to Complete Program:  
Prerequisites/Entry Requirements:  
Classes Offered:  
Received Upon Successful Completion:

#### Word Processing (Basic-Advanced)

Computer Operator, Computer Support Specialist  
OES 560110, OES 251040  
1192 Grand Avenue, Arroyo Grande  
12-36 hours  
\$272.12 per class, \$784.24 total  
None  
Weekdays  
Certificate

#### Program Title:

Occupational Objectives:  
OES Codes:  
Program Location:  
Average Time to Complete Program:  
Approximate Cost to Complete Program:  
Prerequisites/Entry Requirements:  
Classes Offered:  
Received Upon Successful Completion:

#### Spreadsheets/Excel (Basic-Advanced)

Computer Operator, Computer Support Specialist  
OES 560110, OES 251040  
1192 Grand Avenue, Arroyo Grande  
12-36 hours  
\$272.12 per class, \$784.24 total  
None  
Weekdays  
Certificate

**Program Title:**

Occupational Objectives:  
OES Codes:  
Program Location:  
Average Time to Complete Program:  
Approximate Cost to Complete Program:  
Prerequisites/Entry Requirements:  
Classes Offered:  
Received Upon Successful Completion:

**Data Bases/Access (Basic-Advanced)**

Computer Operator, Computer Support Specialist  
OES 560110, OES 251040  
1192 Grand Avenue, Arroyo Grande  
12-36 hours  
\$272.12 per class, \$784.24 total  
None  
Weekdays  
Certificate

**Program Title:**

Occupational Objectives:  
OES Codes:  
Program Location:  
Average Time to Complete Program:  
Approximate Cost to Complete Program:  
Prerequisites/Entry Requirements:  
Classes Offered:  
Received Upon Successful Completion:

**The Internet**

Computer Operator, Computer Support Specialist  
OES 560110, OES 251040  
1192 Grand Avenue, Arroyo Grande  
12 hours  
\$240.00  
None  
Weekdays  
Certificate

**Program Title:**

Occupational Objective:  
OES Code:  
Program Location:  
Average Time to Complete Program:  
Approximate Cost to Complete Program:  
Prerequisites/Entry Requirements:  
Classes Offered:  
Received Upon Successful Completion:

**Computerized Accounting**

Bookkeeping and Accounting Clerk  
OES 553380  
1192 Grand Avenue, Arroyo Grande  
12-36 hours  
\$250.00 – \$730.00  
None  
Weekdays  
Certificate

**Program Title:**

Occupational Objective:  
DOT Code:  
Program Location:  
Average Time to Complete Program:  
Approximate Cost to Complete Program:  
Prerequisites/Entry Requirements:  
Classes Offered:  
Received Upon Successful Completion:

**Graphic Presentations Using PowerPoint**

Computer Graphics Specialist  
DOT 030.064-997  
1192 Grand Avenue, Arroyo Grande  
12 hours  
\$272.12  
None  
Weekdays  
Certificate

**Program Title:**

Occupational Objective:  
DOT Code:  
Program Location:  
Average Time to Complete Program:  
Approximate Cost to Complete Program:  
Prerequisites/Entry Requirements:  
Classes Offered:  
Received Upon Successful Completion:

**Graphic Design Using Corel Draw (Basic – Advanced)**

Computer Graphics Specialist  
DOT 030.064-997  
1192 Grand Avenue, Arroyo Grande  
27 hours  
\$522.85  
None  
Weekdays  
Certificate



## Private Schools

### Opportunities Unlimited

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**Program Title:**

Occupational Objective:

DOT Code:

Program Location:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

**Photo Editing Using Adobe PhotoShop**

Computer Graphics Specialist

DOT 030.064-997

1192 Grand Avenue, Arroyo Grande

18 hours

\$402.85

None

Weekdays

Certificate

**Program Title:**

Occupational Objective:

DOT Code:

Program Location:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

**Page Layout Using Adobe PageMaker**

Computer Graphics Specialist

DOT 030.064-997

1192 Grand Avenue, Arroyo Grande

36 hours

\$773.57

None

Weekdays

Certificate

**Program Title:**

Occupational Objective:

DOT Code:

Program Location:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

**Page Layout for the Small Office using Publisher**

Computer Graphics Specialist

DOT 030.064-997

1192 Grand Avenue, Arroyo Grande

27 hours

\$572.16

None

Weekdays

Certificate

**Program Title:**

Occupational Objective:

DOT Code:

Program Location:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

**Internet Web Page Design using Microsoft FrontPage**

Computer Graphics Specialist

DOT 030.064-997

1192 Grand Avenue, Arroyo Grande

27 hours

\$588.25

None

Weekdays

Certificate

**Program Title:**

Occupational Objective:

OES Code:

Program Location:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

**Basic PC and Assembly Repair**

Data Processing Equipment Repairers

OES 857050

1192 Grand Avenue, Arroyo Grande

27 hours

\$593.57

None

Weekdays

Certificate

**Program Title:**

Occupational Objective:  
DOT Code:  
Program Location:  
Average Time to Complete Program:  
Approximate Cost to Complete Program:  
Prerequisites/Entry Requirements:  
Classes Offered:  
Received Upon Successful Completion:

**A+ Certification**

Computer Network Technician  
DOT 033.162-996  
1192 Grand Avenue, Arroyo Grande  
120 hours  
\$1,620.12  
None  
Weekdays  
Certificate

**Program Title:**

Occupational Objective:  
DOT Code:  
Program Location:  
Average Time to Complete Program:  
Approximate Cost to Complete Program:  
Prerequisites/Entry Requirements:  
Classes Offered:  
Received Upon Successful Completion:

**Certified NetWare Administrator (CNA) V.4.11**

Computer Network Technician  
DOT 033.162-996  
1192 Grand Avenue, Arroyo Grande  
120 hours  
\$1,596.51  
None  
Weekdays  
Certificate

**Program Title:**

Occupational Objective:  
DOT Code:  
Program Location:  
Average Time to Complete Program:  
Approximate Cost to Complete Program:  
Prerequisites/Entry Requirements:  
Classes Offered:  
Received Upon Successful Completion:

**Certified NetWare Engineer (CNE) V.4.11**

Computer Network Administrator and Manager  
DOT 031.262-999  
1192 Grand Avenue, Arroyo Grande  
340 hours  
\$4346.51  
None  
Weekdays  
Certificate

**Program Title:**

Occupational Objective:  
DOT Code:  
Program Location:  
Average Time to Complete Program:  
Approximate Cost to Complete Program:  
Prerequisites/Entry Requirements:  
Classes Offered:  
Received Upon Successful Completion:

**Microsoft Certified Systems Engineer (MCSE)**

Computer Network Administrator and Manager  
DOT 031.262-999  
1192 Grand Avenue, Arroyo Grande  
340 hours  
\$4,250  
None  
Weekdays  
Certificate

**Program Title:**

Occupational Objective:  
OES Code:  
Program Location:  
Average Time to Complete Program:  
Approximate Cost to Complete Program:  
Prerequisites/Entry Requirements:  
Classes Offered:  
Received Upon Successful Completion:

**Medical Office Billing**

Medical Secretary (Billing)  
OES 551050  
1192 Grand Avenue, Arroyo Grande  
340 hours  
\$4,250  
None  
Weekdays  
Certificate





## Private Schools

### Opportunities Unlimited

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**Program Title:**

Occupational Objective:

Non-OES Code:

Program Location:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

**Advanced Web Page Design and Marketing**

Internet Web Page Designer and Developer

Non-OES 031064999

1192 Grand Avenue, Arroyo Grande

27 hours

\$636.50

None

Weekdays

Certificate

**Program Title:**

Occupational Objective:

Non-OES Code:

Program Location:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

**Introduction to 3D Commercial Graphics**

Graphic Designer

Non-OES 141061998

1192 Grand Avenue, Arroyo Grande

36 hours

\$816.42

None

Weekdays

Certificate

**Program Title:**

Occupational Objective:

OES Code:

Program Location:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

**Introduction to First Personnel  
Computer Game Design**

Computer Programmer Aide

OES 551050

1192 Grand Avenue, Arroyo Grande

27 hours

\$540

None

Weekdays

Certificate

**Pacific English Language Institute**  
**1050 Foothill Blvd.**  
**San Luis Obispo, CA 93405**  
**Training location: Cuesta College Campus**  
**Phone: (805) 543-9080**  
**Fax: (805) 543-5675**  
**[www.a.com/peli](http://www.a.com/peli)**

**GENERAL INFORMATION**

Accrediting organizations:	Bureau for Private Post-Secondary & Vocational Education
Job placement:	No
On-site childcare:	No
Veteran services:	No
Career assessment/development services:	No
Distance learning:	No
Open entry/open exit:	Yes
Proximity to public transportation:	None
Special services to accommodate disabilities:	None
Financial aid assistance available:	No

Students can take courses for a shorter duration, paying a prorated tuition. A youth program is also offered through other organizations. PELI is authorized to issue I-20 Student Visas

<b>Program Title:</b>	<b>English as a Second Language</b>
Occupational Objective:	N/A
OES or DOT Code:	N/A
Program Location:	Cuesta College
Approximate Time to Complete Program:	9 – 26 weeks (depends on individual)
Approximate Cost to Complete Program:	\$1,750 per term, \$15 application fee (excludes housing costs)
Prerequisites/Entry Requirements:	Financial statement, H.S. Diploma or equivalent and letter of recommendation
Classes Offered:	Weekdays or evenings
Received Upon Successful Completion:	Diploma, student evaluation, TOEFL test if desired
Target Population:	Foreign students





## Private Schools

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### Santa Barbara Business College

**Santa Barbara Business College**  
**5266 Hollister Avenue**  
**Santa Barbara, CA 93111**  
**Phone: (805) 967-9677**  
**Fax: (805) 683-5861**

#### GENERAL INFORMATION

Accrediting organizations:	Bureau for Private Postsecondary & Vocational Education Accrediting Council for Independent Colleges & Schools
Job placement:	Yes
On-site childcare:	No
Veterans services:	No
Career assessment/development services:	Yes
Distance learning:	No
Open entry/open exit:	No
Proximity to public transportation:	Bus stop one block from Santa Maria facility, and the Santa Barbara facility is on the bus route
Special services to accommodate disabilities:	None
Financial aid assistance available:	Pell Grants, FSEOG, Federal and State Work-Study, Federal Perkins Loans, Direct Loans, and FFEL Loans

#### OTHER TRAINING SITE

303 E. Plaza Drive  
Santa Maria, CA 93454  
(805) 922-8256

#### CAREER PROGRAMS OFFERED

Students have the option of taking the day program, or the evening program. Daytime hours are 8:30 a.m. – 3:30 p.m., Monday through Friday. Evening Courses are 6:00 p.m. – 10:00 p.m., Monday through Thursday. Entry requirements for all courses include an admissions test, interview, and selection by a review committee.

#### Program Title:

Occupational Objectives:  
OES and DOT Codes:  
Program Locations:  
Average Time to Complete Program:  
Approximate Cost to Complete Program:  
Classes Offered:  
Received Upon Successful Completion:

#### Administrative Business Systems

Administrative Assistant, General Secretary  
OES 551080, DOT 169.167-997  
Both Campuses  
30 weeks (day) or 48 weeks (evenings)  
\$7,100  
Weekdays and Evenings  
Diploma

#### Program Title:

Occupational Objective:  
OES Code:  
Program Locations:  
Average Time to Complete Program:  
Approximate Cost to Complete Program:  
Classes Offered:  
Received Upon Successful Completion:

#### Business Administration

Bookkeeping and Accounting Clerk  
OES 553380  
Both Campuses  
42 weeks (day) or 64 weeks (evenings)  
\$8,700  
Weekdays and Evenings  
Diploma

**Program Title:**

Occupational Objective:

OES Code:

Program Locations:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Classes Offered:

Received Upon Successful Completion:

**Computerized Accounting Systems**

Bookkeeping and Accounting Clerk

OES 553380

Both Campuses

30 weeks (day) or 48 weeks (evenings)

\$7,100

Weekdays and Evenings

Diploma

**Program Title:**

Occupational Objective:

OES Code:

Program Locations:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Classes Offered:

Received Upon Successful Completion:

**Legal Office Systems**

Legal Secretary

OES 551020

Both Campuses

30 weeks (day) or 48 weeks (evenings)

\$7,100

Weekdays and Evenings

Diploma

**Program Title:**

Occupational Objective:

OES Code:

Program Locations:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Classes Offered:

Received Upon Successful Completion:

**Medical Assisting**

Medical Assistant

OES 660050

Both Campuses

42 weeks (day) or 64 weeks (evenings)

\$8,900

Weekdays and Evenings

Diploma, and eligibility for RMA exam

**Program Title:**

Occupational Objective:

OES Code:

Program Locations:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Classes Offered:

Received Upon Successful Completion:

**Medical Office Systems**

Medical Assistant (Front Office)

OES 660050

Both Campuses

30 weeks (day) or 56 weeks (evenings)

\$7,100

Weekdays and Evenings

Diploma, and eligibility for RMA exam

**Program Title:**

Occupational Objective:

Non-OES Code:

Program Locations:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Classes Offered:

Received Upon Successful Completion:

**Network Systems Administration**

Network Control Operator

Non-OES 031262999

Both Campuses

36 weeks

\$9,000

Weekdays and Evenings

Diploma

**Program Title:**

Occupational Objective:

Non-OES Code:

Program Locations:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Classes Offered:

Received Upon Successful Completion:

**Microsoft Certified Systems Engineer**

Network Control Operator

Non-OES 031262999

Both Campuses

24 weeks (day) or 30 weeks (evenings)

\$7,200

Weekdays and Evenings

Diploma





**Private Schools**

**Santa Barbara Business College**

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**Program Title:**

Occupational Objective:

Non-OES Code:

Program Locations:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Classes Offered:

Received Upon Successful Completion:

**Network Systems Administration**

Network Control Operator

Non-OES 031262999

Both Campuses

36 weeks

\$9,000

Weekdays and Evenings

Diploma

**Shoreline Occupational Services**  
**A Division of Goodwill Industries**  
**880 Industrial Way**  
**San Luis Obispo, CA 93401**  
**Phone: (805) 544-0542, ext. 19**  
**Fax: (805) 544-0543**

**GENERAL INFORMATION**

Accrediting organizations:	Bureau for Private Post-Secondary & Vocational Education, Commission of Accreditation of Rehabilitation Facilities
Job placement:	Yes
On-site childcare:	No
Veterans services:	No
Career assessment/development services:	Yes
Distance learning:	No
Open entry/open exit:	Yes
Proximity to public transportation:	Bus stop two blocks from facility
Special services to accommodate disabilities:	Wheelchair accessible and adaptive equipment available to make accommodations
Financial aid assistance available:	No

**Program Title:**

Occupational Objectives:	<b>Computer Applications</b> Administrative Assistant, Receptionist
OES and DOT Codes:	OES 553050, DOT 169.167-997
Program Location:	880 Industrial Way, San Luis Obispo
Average Time to Complete Program:	12 weeks
Approximate Cost to Complete Program:	\$2,700
Prerequisites/Entry Requirements:	Eighth grade English, six grade math and able to communicate effectively in an office environment.
Classes Offered:	Weekdays (M-F 8:30 a.m. – 3:00 p.m.)
Received Upon Successful Completion:	Certificate

**Program Title:**

Occupational Objectives:	<b>Retail Occupations Training</b> Cashier, Retail Salesperson
OES Codes:	OES 490230, OES 490110
Program Locations:	Grover Beach, San Luis Obispo, and Atascadero (Goodwill retail store locations)
Average Time to Complete Program:	12 weeks
Approximate Cost to Complete Program:	\$2,400
Prerequisites/Entry Requirements:	Sixth grade reading and math levels
Classes Offered:	Weekdays and possible weekends
Received Upon Successful Completion:	Certificate
Target Population:	People with barriers to employment

**Program Title:**

Occupational Objectives:	<b>Office Skills Training</b> General Office Clerk, Receptionist & Information Clerk
OES Codes:	OES 553470, OES 553050
Program Location:	880 Industrial Way, San Luis Obispo
Average Time to Complete Program:	24 weeks (incl. 4-week internship)
Approximate Cost to Complete Program:	\$5,400
Prerequisites/Entry Requirements:	Eighth grade reading & math levels plus successful interview
Classes Offered:	Weekdays
Received Upon Successful Completion:	Certificate
Target Population:	People with barriers to employment



## Private Schools

### Specialized Technical Education (STEP) Schools

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#### Specialized Technical Education (STEP) Schools

715 24th St. #J

Paso Robles, CA 93446

Phone: (805) 237-7837

Fax: (805) 238-6076

#### GENERAL INFORMATION

Accrediting organizations:	Bureau for Private Post-Secondary & Vocational Education
Job placement:	Yes
On-site childcare:	No
Veterans services:	No
Career assessment/development services:	Yes
Distance learning:	No
Open entry/open exit:	No
Proximity to public transportation:	Bus stop one block from facility
Special services to accommodate disabilities:	None
Financial aid assistance available:	Private financing for student loans, in-house loans, partial scholarships (limited funding), funds and funds through ILP.

#### Program Title:

Occupational Objective:

Program Location:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Classes Offered:

Received Upon Successful Completion:

#### Administrative Assistant/Software Specialist

Administrative Assistant

715 24th St. #J, Paso Robles

2-5 months

\$3,295

Weekdays, Weekends and Evenings

Certificate

#### Program Title:

Occupational Objective:

OES Code:

Program Location:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

#### Automotive Technician

Automotive Technician

OES 853020

715 24th St. #J, Paso Robles

9 months

\$6,100

Entrance aptitude test

Weekdays, Weekends and Evenings

Certificate

#### Program Title:

Occupational Objective:

Program Location:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Classes Offered:

Received Upon Successful Completion:

#### Computerized Accounting Specialist

Accounting Specialist

715 24th St. #J, Paso Robles

2 months

\$2,950

Weekdays, Weekends and Evenings

Certificate

#### Program Title:

Occupational Objective:

Program Location:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Classes Offered:

Received Upon Successful Completion:

#### Computer Repair Technician/A+ Certification

Computer Repairer

715 24th St. #J, Paso Robles

2 months

\$2,545

Weekdays, Weekends and Evenings

Certificate

## Specialized Technical Education (STEP) Schools

**Program Title:**

Occupational Objective:

DOT Code:

Program Location:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

Target Population:

**Computer Technologies**

Administrative Assistant

DOT 169.167-997

715 24th St. #J, Paso Robles

4.5 months

\$2,900

Entrance aptitude test

Weekdays, Weekends and Evenings

Certificate

16 years and older

**Program Title:**

Occupational Objectives:

OES Code:

Program Location:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Prerequisites/Entry Requirements:

Classes Offered:

Received Upon Successful Completion:

Target Population:

**Computer Technology Medical Front Office**

Medical Assistant/Front Office,

Medical Receptionist

OES 660050

715 24th St. #J, Paso Robles

4.5 months

\$3,100

Entrance aptitude test

Weekdays, Weekends and Evenings

Certificate

16 years and older

**Program Title:**

Occupational Objective:

Program Location:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Classes Offered:

Received Upon Successful Completion:

**Legal Document Assistant**

Paralegal

715 24th St. #J, Paso Robles

2 months

\$2,760.65

Weekdays, Weekends and Evenings

Certificate

**Program Title:**

Occupational Objective:

Program Location:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Classes Offered:

Received Upon Successful Completion:

**Medical Back Office**

Medical Assistant

715 24th St. #J, Paso Robles

2 months

\$5,500

Weekdays, Weekends and Evenings

Certificate

**Program Title:**

Occupational Objectives:

Program Location:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Classes Offered:

Received Upon Successful Completion:

**Medical Front Office**

Billing, Coding, Scheduling and Receptionist

715 24th St. #J, Paso Robles

3 months

\$2,235

Weekdays, Weekends and Evenings

Certificate



## Private Schools

### Specialized Technical Education (STEP) Schools

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**Program Title:**

Occupational Objective:

OES Code:

Program Location:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Classes Offered:

Received Upon Successful Completion:

**Medical Technology**

Medical Assistant

OES 660050

715 24th St. #J, Paso Robles

6 months

\$5,100

Weekdays, Weekends and Evenings

Certificate

**Program Title:**

Occupational Objective:

Program Location:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Classes Offered:

Received Upon Successful Completion:

**Personal Computer Technician**

Computer Technician

715 24th St. #J, Paso Robles

2 months

\$2,400

Weekdays, Weekends and Evenings

Certificate

**Program Title:**

Occupational Objective:

Program Location:

Average Time to Complete Program:

Approximate Cost to Complete Program:

Classes Offered:

**Web Page Technician**

Web Page Technician

715 24th St. #J, Paso Robles

3 months

\$2,450

Weekdays, Weekends and Evenings

**Carpenters Union Local 1800**  
**1177 Poole Street**  
**Arroyo Grande, CA 93420**  
**Phone: (805) 473-1800**  
**Fax: (805) 473-2423**

**GENERAL INFORMATION**

Accrediting organization:	Rio Hondo College
Job placement:	Yes
On-site childcare:	No
Veteran services:	Yes
Career assessment/development services:	Yes
Distance learning:	No
Open entry/open exit:	Yes
Proximity to public transportation:	N/A – job sites vary
Special services to accommodate disabilities:	None
Financial aid assistance available:	N/A

**PROGRAM OFFERED**

This is a eight-stage program. Student pay begins at \$10.30/hour and advances as each stage is completed, ending at \$25.75/hour for Journeyman level. On the job training is provided, as work is available. Health insurance, vacation pay, and a pension plan are also included.

**Program Title:**

**Carpenters Joint Apprenticeship**

Occupational Objective:

Journeyman Carpenter

OES Code:

OES 871020

Program Locations:

Classroom training at 1177 Poole Street,  
on-the-job sites vary

Average Time to Complete Program:

4 years to achieve Journeyman level

Approximate Cost to Complete Program:

N/A

Prerequisites/Entry Requirements:

Union membership, 18 years or older, (17 years old  
with parental consent), Diploma/GED desired, math  
and communication skill.

Classes Offered:

Weekdays

Received Upon Successful Completion:

Certificate, Journeyman status





## Apprenticeship Programs

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### Cement Masons, Local 600, Area 775

#### Cement Masons, Local 600, Area 775

P.O. Box 6681

Los Osos, CA 93402

Phone: (805) 528-0215

Fax: (805) 528-0215

#### GENERAL INFORMATION

Accrediting organization:	Rio Hondo College
Job placement:	Yes
On-site childcare:	No
Veterans services:	Yes
Career assessment/development services:	No
Distance learning:	No
Open entry/open exit:	No
Proximity to public transportation:	N/A – job sites vary
Special services to accommodate disabilities:	None
Financial aid assistance available:	N/A

#### PROGRAM OFFERED

This is a eight-stage program, each including a minimum of 10 classes and 500 hours of on-the-job training. There are three different cost-free Apprenticeship programs:

Commercial Apprentice pay:	\$8.32/hour for period one – \$18.73/hour for period eight
Lt. Commercial Apprentice pay:	\$7.54/hour for period one – \$16.97/hour for period eight
Commercial Apprentice pay:	\$6.22/hour for period one – \$14.00/hour for period eight

On the job training is provided as work is available. Health insurance and a pension plan are also included.

#### Program Title:

#### Cement Mason Joint Apprenticeship

Occupational Objective:

Concrete and Terrazzo Finisher

OES Code:

OES 873110

Program Location:

Atascadero

Average Time to Complete Program:

4 years to achieve Journeyman level

Prerequisites/Entry Requirements:

16 years or older, with parental/guardian consent, and able to read and write English

Classes Offered:

Weekdays

Received Upon Successful Completion:

Certificate, Journeyman status

Target Population:

Adults (women and minorities encouraged to apply)

**International Brotherhood of Electrical Workers (IBEW), Local 639**

**P.O. Box 881**

**San Luis Obispo, CA 93406**

**Phone: (805) 543-5693**

**Fax: (805) 544-3762**

**GENERAL INFORMATION**

Accrediting organization:	National Joint Apprenticeship Training Committee
Job placement:	Yes
On-site childcare:	No
Veteran services:	Yes
Career assessment/development services:	No
Distance learning:	No
Open entry/Open exit:	Upon approval of apprenticeship committee
Proximity to public transportation:	N/A – job sites vary
Special services to accommodate disabilities:	None
Financial aid assistance available:	N/A

**PROGRAM OFFERED**

This is a six-stage program. Student pay begins at \$8.27/hour and advances as each stage is completed, ending at \$23.00/hour for Journeyman level. On the job training is provided as work is available. Health insurance and pension plans are also available.

**Program Title:**

**Electrical Worker Apprenticeship**

Occupational Objective:

Journeyman Electrician

OES Code:

OES 872020

Program Locations:

Classroom training at on-the-job sites vary

Average Time to Complete Program:

8000 hours (5 years) to achieve Journeyman level

Approximate Cost to Complete Program:

Students provide own tools

Prerequisites/Entry Requirements:

H.S. diploma or GED, 18 years or older, 1 year of algebra, must meet physical standards, pass math exam, and complete interview process

Classes Offered:

Evening classes plus weekday OJT

Received Upon Successful Completion:

Certificate, Journeyman status

Target Population:

Adults (women and minorities encouraged to apply)





## Apprenticeship Programs

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### Plumbers and Pipefitters Union Local 460

#### Plumbers and Pipefitters Union Local 460

3710 Broad Street

San Luis Obispo, CA 93401

Phone: (805) 543-2416

Fax: (805) 541-0251

#### GENERAL INFORMATION

Accrediting organization:	San Luis Coastal Unified School District Adult School
Job placement:	Yes
On-site childcare:	No
Veteran services:	Yes
Career assessment/development services:	Yes
Distance learning:	Yes
Open entry/Open exit:	No
Proximity to public transportation:	N/A – job sites vary
Special services available	None to accommodate disabilities
Financial aid assistance available:	N/A

#### CAREER PROGRAM OFFERED

This is a five-year program, divided into one-year segments consisting of 1,700 – 2,000 hours of on-the-job training and a minimum of 216 hours of related classroom instruction. Student pay begins at \$9.66/hour and advances as each stage is completed, ending at \$20.24/hour for Journeyman level. Paid vacation, health insurance and pension benefits are also provided (pension begins in the third year).

#### Program Title:

#### United Association of Plumbers and Pipefitters Apprenticeship

Occupational Objectives:	Plumber, Pipefitter, and Steamfitter
OES Code:	OES 875020
Program Location:	San Luis Obispo
Average Time to Complete Program:	5 years to achieve Journeyman level
Prerequisites/Entry Requirements:	18 years or older, H.S. Diploma, passing grade on math test, and mechanically inclined
Classes Offered:	Classroom training in the evening, on-the-job training during weekdays
Received Upon Successful Completion:	Certificate, Journeyman status
Target Population:	Adults (women and minorities encouraged to apply)



## **Private Industry**

**C O U N C I L**

of San Luis Obispo County, Inc.

4111 Broad Street ■ Suite A ■ San Luis Obispo ■ California ■ 93401 ■ Phone (805) 788-2600 ■ Fax (805) 541-4117